

# Aging Issues

A publication for New Hampshire's older citizens

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## Thank You, Commissioner Shumway!

In 1999, shortly after Governor Shaheen appointed Don Shumway to be Commissioner of the Department of Health and Human Services, he told *Aging Issues* that the Department's approach to providing services was as important to him as the services themselves, and that the approach must be personal.

"Our challenge is to meet peoples' needs in the way they ask us to, not according to our preconceived notions, and to listen to their specific concerns."

What was also critical in Shumway's view was the need to raise public awareness regarding the concerns of seniors, and to empower them to speak for themselves.

Now, three and one-half years later, some of those challenges have been met. When Shumway left DHHS on July 31 to become President and Chief Executive Officer of the Crotched Mountain Foundation in Greenfield, NH, he left as his legacy a developing system of community-based services that provides consumers with more choices and an increasing level of confidence and visibility among NH elders.

Shumway brought to his position extensive experience in the field of human services, including work with individuals with mental illness and

developmental disabilities. His understanding of the challenges faced by elderly and chronically ill adults and their caregivers was enhanced by his own personal experience: after his mother suffered a stroke in 1998, she spent several months in a nursing home. Shumway and his brother supported her through her struggle to recover, and eventually arranged for her to leave the nursing home and return to community living.

During Shumway's term as Commissioner, the Division of Elderly and Adult Services under the direction of Catherine Keane sponsored community forums statewide to gather information from NH residents about their need for long-term supports. The Area Committees on Aging were strengthened, and key initiatives under Senate Bill 409 (see article on page 3) were implemented, including the NH ServiceLink Network. Last year, DEAS implemented The Family Caregiver Support Program, which assists caregivers by providing information and assistance in accessing helpful resources, as well as counseling, caregiver training, respite care, and other supplemental services.

Dr. Mendon MacDonald, Chairperson of the State Committee on Aging (SCOA), said that Shumway's



At the May 21 Conference on Aging (left to right): NH State Senate President Arthur Klemm, Grace Ryan (DEAS), former DHHS Commissioner Don Shumway, and Jerry Tobey (Rockingham Area Committee on Aging)

relationship with SCOA was characterized by his willingness to listen to SCOA members, and by his genuine concern for elder issues. SCOA honored the outgoing Commissioner with a resolution of appreciation for his "vigorous and continuing endorsement of those programs introduced for the benefit and well-being of the elder population of the State of New Hampshire."

In a newspaper column published earlier this summer, Richard Learned had this to say:

"The greatest contribution that Don Shumway has made is to infuse senior volunteers with the courage to advocate for themselves. Through his leadership, more and more elderly are showing up at hearings that deal with legislation that affects their interests..."

"He [Shumway] will be missed, but as it is with any accomplished leader, he leaves behind a solid base from which New Hampshire's elderly can operate on their own behalf.

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## Vaughan Award Winners Honored

Poet Maya Angelou once wrote, "If you find it in your heart to care for someone else, you will have succeeded."

The many aspects of caring are amply demonstrated by this year's Vaughan Award recipients, who were due to receive their awards at a ceremony scheduled for August 28 at the State House in Concord.

Presented annually since 1962 in honor of Joseph D. Vaughan, a former educator and legislator from Newport, NH, the awards are given each year to 10 outstanding volunteers age 60 and over. The award recipients are chosen from each of New Hampshire's ten counties. *Aging Issues* is proud to present this year's winners:

**Reverend Richard Learned (Belknap County).** Clergyman, advocate, and author of the Sunday column "Under The Bridge," which is published in the Senior section of several newspapers, Richard Learned is known not only for his sharp mind and keen sense of humor but as the "gentle man" who is committed to speaking for those who cannot speak for themselves. Among his many activities are, serving on the spiritual care advisory board of a local hospital, chairing the Medical Care Advisory Committee that studies the Medicaid Program, and serving as Vice-Chair of the Belknap County Area Committee on Aging.

**Roger Thurrell (Carroll County).** Upbeat and soft spoken, Roger Thurrell has been a volunteer for the Carroll County Retired Senior Volunteer Program (RSVP) for six years. As a volunteer driver for RSVP and the Disabled American Veterans, Thurrell has given 739 hours of his time this year alone, transporting people to medical appointments. When he's not behind the wheel, you can find him at the North Conway Community Center and the Gibson Center, where he has donated countless hours to help maintain and refurbish these facilities.

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## Building Tomorrow, Today

by Margaret Morrill

On May 21, 2002, more than 300 persons gathered at the Courtyard Marriott in Concord for *Building Tomorrow, Today*, New Hampshire's second annual Conference on Aging.

The conference included nine workshops and 32 exhibits by organizations representing health, housing, nutrition, and other resources, and offered special accommodations for persons who are deaf and hard of hearing.

Among those present were NH Senate President Arthur Klemm, Dr. Mendon MacDonald, Chairman of the State Committee on Aging, DHHS Commissioner Don Shumway, Kathleen Sgambati (now Acting Commissioner of DHHS) and DEAS Director Catherine Keane.

"Today's conference will enrich our ability to plan for the future," said NH Senate President Arthur Klemm, in his welcoming remarks to the audience. He also said that it is important for communities to understand and plan for services needed by the elder population.

Keynote speaker Dr. Robert Kahn, professor emeritus of psychology at the University of Michigan and co-author of the book, *Successful Aging*, emphasized that successful

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## From The DEAS Director's Desk

Dear Reader:

Despite the heat this summer, staff at the Division of Elderly and Adult Services (DEAS) have been working to prepare for the legislative session that begins in January 2003, when debate on three important issues related to the long term support system will occur: budget funding for long term supports, the future of the ServiceLink Network, and the sunset of SB 409.

When SB 409 was passed in 1998, the legislature wanted to make sure that it reviewed the impact of the bill at a future point in time. For this reason, SB 409 contained a provision that sunsetted, or terminated, the funding of Medicaid long term supports on June 30, 2003. Therefore, in order to pay for Medicaid long term supports beyond June 30, 2003, the legislature must act to pass new legislation that will include how these supports will be financed. A joint legislative study committee is now reviewing the impact of SB 409 and will be making a report to the legislature by November 1, 2002. DEAS, long term support providers, members of the State and Area Committees on Aging and other interested parties are all participating in this study.

In addition, DEAS is working on its budget submission for State Fiscal Years 2004 and 2005. Establishing the state budget is one of the most important responsibilities of our legislature. Budget decisions related to DEAS impact directly on the types of and quality of services that are delivered in your community. DEAS' concern is that low reimbursement rates contribute to the shortage of direct care workers. I am sure that many of you know someone who has been disappointed when they have not received the care they hoped to receive because a community agency did not have enough staff to help. Our payment rates must allow community agencies to pay a living wage to their employees who provide direct care, so that long term supports are reliable and available when needed.

In addition to the general budget challenges, ServiceLink funding will run out on June 30, 2003. ServiceLink has made a real difference in the lives of people throughout the state by providing access to information about community supports that help them to remain independent and continue living at home. ServiceLink provides friendly and supportive staff persons who can help families facing long term crises. It is hard to imagine a long term support system that does not have ServiceLink as its cornerstone. DEAS will be submitting a budget request to the legislature for continuation of this important service.

To stay informed about these legislative debates, I encourage you to continue reading *Aging Issues* and to consider joining your local Area Committee on Aging. You can help make a difference by staying involved and being a voice in this debate.

With all best wishes,

*Catherine A. Keane*

## Manchester ACOA Holds Annual Meeting

by Bob Montgomery

Members of the Manchester Regional Area Committee On Aging celebrated five years of advocating for the elderly at a special annual meeting held on June 20 at the NH Easter Seals complex in Manchester.

David Frydman, who was project manager of the NH Nursing Home Transition Grant (NHTG), presented an interim report showing the success of the work done to date. Frydman, a professor at Franklin Pierce Law Center and Director of the Institute for Health Law and Ethics, is also Chairman of the Advisory Board for the State Long Term Care Ombudsman Program.

The NHTG is administered by the Division of Elderly and Adult Services (DEAS), which contracted with the Franklin Pierce Law Center, Institute of Health Law and Ethics, to manage the grant.

In 1999, New Hampshire was one of four states to receive a NHTG, which is funded by the Centers for Medicare and Medicaid and has assisted nursing home residents in two areas of the State (Grafton County and the Concord-Manchester urban corridor) in transitioning back to the community. The grant ends in September 2002.

Nursing home residents in those areas who expressed interest in returning to the community received help in determining whether this was a feasible plan for them, and if so, where they would relocate and what services they would need upon leaving the nursing home.

Reporting on the status of the grant, Frydman said that 25 of the 28 nursing home residents who were

enrolled at the start of the program, continue to participate by living independently in the community. The evidence, he said, is clear that the transition concept may help to solve a major problem facing this nation; that is, housing and caring for people who need assistance with activities of daily living in their later years.

Traditionally, the answer to that dilemma has been to provide residency for them in nursing homes, but spiraling costs and the army of "baby boomers" approaching old age have inspired advocates for the elderly to look for other solutions. Studies now show that independent living may provide a better quality and more secure later-lifestyle for the new generation of elders.

It is important, Frydman pointed out, that the same high levels of health, safety, comfort, and social relationships as the residents experienced in their nursing home settings be maintained when they return to the community. "This is not a project in how to deliver less," he said, "it's a project in how to deliver more, to that segment of our society."

Reporting on the demographics of the group who participated in the NHTG, Frydman said that more than half were elderly residents; the remainder were younger adults with physical, mental or developmental disabilities.

Of the number who were enrolled in the program, three returned to the nursing homes from which they came, while 25 have remained in independent quarters. Eleven are living in private apartments; three are in public

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## Building Tomorrow, Today (continued from page 1)

aging has little to do with heredity. He refuted common societal myths about "usual" aging, i.e. that to be old is to be sick, that older people can't learn new things, and that the elderly don't pull their own weight (National studies indicate that Americans are volunteering 20 percent more than they ever did, and that older adults are responsible for nearly all of this increase).

"'Usual aging' " is not good enough, Kahn said, and went on to explain that how well people age depends largely on the choices they make now. Data shows that continuing interest and engagement in life, and maximizing physical and mental health, will help ensure more satisfaction for people in their later years.

"It's never too late," Kahn told his listeners, "It's up to you."

DEAS Director Catherine Keane discussed the NH ServiceLink Network and other community-based services developed by DEAS (see the article on SB 409) and said that the

mission and vision statement developed by DEAS during the past year will serve as a guide as DEAS continues to address issues that are of concern to elders, including, among others, prescription drug coverage, transportation, and housing.

"Consumer direction is vital to our work," Keane said, and encouraged conference participants to contact DEAS with their ideas and suggestions.

Workshop topics covered exercise and strength training, medications and older adults, mental health issues in aging, coping with depression, older women: a diverse and growing population, hearing changes and supports in later life, alternative housing options, planning for retirement, and financing personal healthcare.

A panel of consumers from the State Mental Health Advisory Council shared their stories and experiences with mental illness and recovery.

Elaine Plummer, who attended the conference with her husband

Dick, said that she found the workshop for older women (presented by author and consultant Mickey Troub Friedman) to be especially interesting, including the different aspects of life planning- finances, housing options, and the importance of keeping active.

Dick, who has experienced some hearing loss, was able to obtain helpful information from the "Do You Hear What I Hear" workshop presented by Joan Marcoux (Deaf and Hard of Hearing Specialist at DEAS) and Lisa Southwick (Physicians Assistant and Nationally Certified Sign Language Interpreter). The workshop covered how hearing loss is diagnosed, as well as different types of assistive technology that can help a person to hear better in different settings.

"It was a day well spent," commented Elaine.

The next Conference On Aging will be held on May 22, 2003 at the Grappone Conference Center, Courtyard Marriott in Concord.

## Aging Issues

### Executive Editor

Catherine A. Keane

### Managing Editor

Margaret Morrill

### Advisors

(NH State Committee on Aging)

Suzanne Keller, Jack LaBonte,

Irene Gavin

Robert Montgomery

### Design

NH Bureau of Graphic Services

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# Lively Debate Likely On SB 409 Issues

by Margaret Morrill

Much debate is expected this coming year on the future of programs funded under Senate Bill 409. Signed into law on September 26, 1998, SB 409 authorized important changes in the long term care services available to Medicaid-eligible elderly and chronically ill adults.

In the past, most long term care was provided in nursing facilities and sometimes in an individual's own home. Although nursing facility care is still an option, SB 409 sought to rebalance the long term care system by making more services and supports available to people in their homes and communities.

- Among other things, SB 409:
- Initiated Medicaid coverage of mid-level care, including, but not limited to, assisted living and residential care;
  - Mandated a statewide network of focal points to provide information and assistance on long term care. These focal points (now known as the NH ServiceLink Network) were developed by the Division of Elderly and Adult Services in conjunction with other community partners, and became operational in October 2000. ServiceLink staff located at 13 primary sites and more than 50 satellites statewide help the elderly, younger, chronically ill adults, their families and caregivers to connect with the resources they need, such as home care, transportation, and other services.
  - Changed the financing of Medicaid long term care.

The current budget for SB 409 programs is approximately \$250,000,000. Of that amount, the federal government pays 50%, the state pays 25%, and the counties pay 25%. Although the federal percentage will remain constant, the state and county funding formula will expire on June 30, 2003, in accordance with provisions contained in SB 409. Legislative action will be required in order to ensure that programs are funded after that date.

A study committee composed of NH senators and representatives is currently reviewing what progress has been made under SB 409 to establish a system of home and community-based supports for the elderly and younger adults with disabilities.

Factors being considered by the study committee include identifying the barriers to creating these supports, as well as the needs and preferences of consumers. The committee will also look at options for legislation that could reenact the goals contained in SB 409. A report will be submitted to the legislature in November, 2002.

Whether New Hampshire residents can continue to have access to services that help them remain in their own homes will depend in large part on how SB 409 programs are funded in the future. If you'd like to learn more about Senate Bill 409, and how you can participate in discussions around this important law, please contact your local Area Committee on Aging (see the listing on the *Aging Issues* directory page).

## With A Little Bit O' Help

by Richard I. Learned

The person you care about is confined to a wheel chair. With your assistance, he can get in and out of the chair and push himself around the house. If you hold the door open, he can go out on the porch while you busy yourself in the kitchen. If you put a tray on his lap, he can feed himself. He can reach the phone if he needs assistance with anything or wants to talk with his friends.

But he's incontinent and wears diapers that you have to change. He needs assistance with bathing, grooming and getting in and out of bed.

You read articles about the needs of caregivers and wonder how they are able to do it. You don't see yourself as a caregiver and even though you do give him care, you can't bring yourself to ask for the little bit of help you need.

But you are a caregiver. You take care of the one who still needs you there even though he can do a lot of things for himself. You don't need a whole lot of help, but you do need a little help.

Well, the next thing you do is ask for the help you need. You ask for it because there are providers ready to offer it, like home health agencies or agencies that provide personal care services. You ask for a little help because you deserve it.

Yeah, but even the little things you do for him take time. And you don't feel able to invite a stranger from a provider agency in to help. What will he or she think of your housekeeping? What if this person thinks the things you are doing are being done wrong? How can a stranger know about your routine?

Well, the person who comes to your home to offer help will be a stranger for about ten minutes. He or she will have accountability and training. No one will try to change the way you do things, but the person may suggest easier ways and show you how.

- These are the two big barriers to asking for help:
1. Thinking that the help you need is too small to be sought;
  2. Worry over strangers coming in to judge and change you.

Both these objections will soon be overcome if you pick up the phone and call the statewide number for NH Service Link. ServiceLink is a statewide network of community-based resources for elders, adults living with disabilities and their families. There are 13 primary ServiceLink sites and many satellites throughout New Hampshire. All you have to do to connect to the site nearest you is to call (toll-free) **1-866-634-9412**. ServiceLink is staffed by friendly knowledgeable people who can help you connect with the services you need.

Services are also provided through the NH Family Caregiver Support Program. These services include information and assistance in accessing programs, counseling, support groups respite care and other supplemental services. This program is available to you no matter what your income is.

You can get a lot of help if you need it, but a little bit of help may be all you need, and you can get that too.

From time to time, the Long Term Support Subcommittee of the State Committee on Aging (SCOA) will be using this space in *Aging Issues* to bring you the latest information on caregiving. Just remember, whether the amount of care is large or small, **you** are a caregiver.

*Richard Learned is a clergyman and a member of both the Belknap Area Committee on Aging and the SCOA Long Term Support Subcommittee. He writes frequently about issues on aging and his columns are featured regularly in the Concord Monitor, the Nashua Telegraph, the Claremont Eagle Times, and Foster's Sunday Citizen (Dover and Lakes Region). He lives in Meredith.*

## SCOA Spotlight

The State Committee on Aging (SCOA) has two new members, both appointed in June 2002. Their gifts and abilities make them welcome additions to the team:

**Dorothy Solomon** represents Carroll County. She has a BA in Sociology from Hunter College in NYC, and a Master of Liberal Arts from Stony Brook University, NY, and taught English for 27 years.

Solomon is a Selectman for the town of Albany, writes a weekly column for her local newspaper and a monthly column for a local arts association. She and her husband help deliver Meals on Wheels in the Greater Conway area. She chairs the Carroll County Area Committee on Aging, and is a past president of the American Cancer Society Carroll County Unit North.

Solomon is interested in issues related to nursing homes, prescription drug benefits for the elderly, Social Security, Medicare, and Medicaid.

Solomon and her husband Stanley have been married for 43 years and have two sons, and two grandchildren. Her 98 year old father-in-law is a resident at the Sunbridge Nursing Facility in North Conway.

The Solomons enjoy traveling, and have visited the American West, Hawaii, the Caribbean, Europe, and Asia.

**Dr. Joseph Miller** represents Strafford County. A graduate of Harvard Medical School, he also has a Masters Degree in Public Health. In addition to serving on the Harvard faculty, he was also the medical director for Public Service of New Hampshire for 20 years.

Between 1978 and 1979, Dr. Miller worked for Project Hope, an American medical philanthropic organization which brings medical care programs to more than 70 countries worldwide.



Dr. Miller and his family lived in the village of Quetzaltenango, in the Guatemalan highlands, where Dr. Miller organized medical and dispensary services. Poverty, disease, and inadequate water supplies were just a few of the day to day challenges.

This experience made Dr. Miller more conscious than ever about the importance of adequate health care. Obtaining health care for those who are uninsured, as well as prescription drug coverage, will remain important issues for him in his work with SCOA.

Dr. Miller and his wife Betty, a UNH alumna, live in Durham, and have five children and five grandchildren. His interests include jogging, bicycling and alpine skiing.



# They were right . . . fruits and vegetables are good for you!

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- Five or more servings of fruits or vegetables a day may help reduce the risk.

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5 A Day is a national nutrition program that encourages Americans to eat 5 to 9 servings of vegetables and fruits every day for better health. One serving equals:

- 1 medium piece of fruit
- ½ cup chopped fruit or berries
- ¾ cup 100% juice
- ½ cup raw or cooked vegetables
- 1 cup raw leafy vegetables (such as spinach or lettuce)
- ½ cup cooked beans or peas (such as lentils, pinto beans, kidney beans)

### How you can help

Fewer than 20% of NH adults have heard of 5 A Day. You can help by promoting 5 A Day at your store, school, clinic, farm or community program.

### Ask us about . . .

- Receiving FREE brochures, recipes and more.
- Planning a Get Fit With 5 Challenge at your store, school, worksite or community center.
- Subscribing to the 5 A Day newsletter (3/year)



**NH 5 A Day for Better Health Program**  
Department of Health and Human Services  
**603-271-4830 (in NH only 800-852-3345, Ext.4830)**

Visit our website with links for consumers, teachers, growers, kids and healthcare providers.

[www.dhhs.state.nh.us/dhhs/wic/5aday](http://www.dhhs.state.nh.us/dhhs/wic/5aday)

## The Law and You

*The following question and answer is provided courtesy of Velma McClure, Managing Attorney for the Senior Legal Advice Line administered by NH Legal Assistance.*

**Q** I brought my car to a mechanic for repairs. When I went to pick it up, the shop tried to charge me more than they originally said it would cost. What rights do I have?

**A** You have rights and protections under New Hampshire’s Motor Vehicle Repair Law. Every repair shop is supposed to have a large poster informing consumers of their rights under New Hampshire law. This law gives owners of trucks and automobiles the right to approve all auto repair work before the mechanic touches your vehicle. In addition, you have the right to written estimates, returned auto parts, detailed invoices of the mechanical work to be done, the price to be charged, and the estimated date of completion.

It is very important to get a written estimate before the repair work is done. If you fail to ask for a written estimate beforehand, it may be difficult to prove your case later on.

Upon the completion of any service or repair work for which an estimate has been given, a motor vehicle repair facility is not permitted to charge the customer any amount that exceed the estimate by 10 percent without the customer’s written consent. If it is not practical to obtain written consent, the customer may be contacted orally and may give oral consent.

If you fail to pay the mechanic for the repairs, he will have a lien against your car, which means me may keep your car until you pay the bill in full or until a court orders him to release it to you. If you find yourself in a dispute with a mechanic who refuses to return your car until the bill is paid, you can try offering to pay the undisputed amount and to place the disputed amount in escrow. If the mechanic is still unwilling to release your car, you may decide to pay the mechanic in order to get your car back. If this happens and you believe the mechanic charged you illegally you may want to try to recover your money in court.

If your claim is for no more than \$5,000 you may file in small claims court. You do not necessarily need an attorney to file a claim in small claims court. If a court does find that your mechanic engaged in any unfair business practices, the mechanic could be ordered to pay up to triple damages as well as costs.

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# Your Mental Health

by Bernie Seifert

Not long ago, I received a phone call from Meg, whose mother died of cancer nearly a year ago. Meg was concerned about her father Walter, and told me that although he had “held up” through her mother’s illness and death, he did not sleep well, and had lost interest in seeing friends and in his favorite activities, fishing and golf. Traveling more than a few miles from home caused him to feel anxious.

Walter’s situation is not unique. National studies indicate that one in five older adults suffer from anxiety, depression or another mental illness, and more than 60% do not receive treatment. The reasons for this vary; some people assume that these conditions are a normal part of aging, or refuse treatment because of the stigma associated with mental illness.

The first step is to recognize that chronic feelings of anxiety, sadness, fatigue, low energy levels and loss of pleasure in ordinary activities are not part of normal aging.

These symptoms represent conditions that can often be treated successfully. But where do you go to find help?

Scheduling a visit with your primary care doctor is a good start. A thorough physical exam can determine whether there are any physical conditions present that could be affecting your moods, memory or energy levels. For example, poor nutrition can cause a person to be fatigued or to have trouble remembering things. Reactions to medication can also affect a person’s memory, emotions, or judgment.

If your doctor determines that your symptoms are emotional and not physical, you may want him or her to provide treatment, which may include prescribing medication and offering other suggestions to help you. However, depending on the situation,

your doctor may recommend that you see a practitioner who specializes in treating anxiety, depression, and other mental illnesses. Some are in private practice; others are available through New Hampshire’s ten community mental health centers.

Why seek professional help? Why not just talk matters over with a trusted friend? Although friends can be very supportive, practitioners such as the ones described above can often help you see events and/or patterns in your life that have contributed to your current situation. They can also empower you to find ways to make your life better.

Sometimes a team approach is used to help a person; for example, when an individual needs both medication and psychotherapy (counseling), a primary care physician, psychiatrist or nurse practitioner may prescribe the medication, while a psychologist, clinical social worker, pastoral counselor or other mental health counselor provides psychotherapy.

Whenever more than one practitioner is involved in an individual’s care, it is very important for them to communicate on a regular basis. It is also important for the individual being treated to know who to call when symptoms change or when he or she has questions or concerns about medications or overall treatment.

If you think you may be in need of mental health services, you can start by talking with your primary care physician. You may also learn more about what services are available in your region of the state by calling the community mental health center in your area or the NH Division of Behavioral Health, Older Adult Administration Unit, at **(603) 271-5094 or (800)-852-3345, Ext. 5094.**

*Bernie Seifert is a Consultant in the Older Adult Administration Unit at the NH Division of Behavioral Health.*

## Invitation

**To:** New Hampshire Citizens who are Deaf, Hard of Hearing, Deaf-Blind and Late-Deafened

**Subject:** Presentation on Medicare & Other Programs

**Date:** Wednesday, October 16, 2002 - 9:30 to Noon

**Where:** Dept. of Health and Human Services  
The Brown Building Auditorium  
129 Pleasant St., Concord, N.H.

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# Senior Companion Program Fills Lonely Void

by Letty Barton

Walk into the bright, cheerful kitchen, and you'll see two ladies at the table playing a lively game of cards. The game, they'll tell you, is called Crazy Aces, and the jokes are flying. As a new hand is dealt, Charlie Harris (her real name) says, "You didn't give me anything" meaning, "deal me some cards I can beat you with."

Thus the game and the conviviality continue as it does every Friday when Charlie and Kay, her Senior Companion Volunteer, get together.

Charlie grew up in Charleston, Missouri and was named for her Dad. He was known as "Big Charlie" and she as "Little Charlie" until she outgrew him. In 1995, Charlie moved to Nashua to live with her daughter. They share a home in a pleasant, residential neighborhood on the fringes of the Gate City.

The cheerful 77-year old says of the move, "I was lost. It was hard to get acquainted and I was very lonely." Having been a bookkeeper most of her working years and a member of numerous doll clubs, this outgoing lady was accustomed to being around people most of the time. With her daughter working extended hours, Charlie found the days long.

In addition to her arthritis and diabetes, Charlie also has very low vision. She has made several close

friends in a local support group that she attends for sight-impaired persons. However, the group only meets once a month. A friend in the group told Charlie about the Senior Companion Program and the free, friendly visitors it provides.

Enter Kay Espinola, Senior Companion Volunteer. For three years Kay has been visiting Charlie for four hours every Friday. Charlie was Kay's first assignment when she joined the Senior Companion Program. Says Kay, "At first were visatee and companion. Now we are true friends. Charlie knows I am here when she needs to talk."

Both ladies agree it has gone beyond any formal relationship and they pretty much say what they want to each other. The two have a very special bond that is evident as they joke and visit while they play cards and afterward, when they have lunch together..

Kay occasionally takes Charlie shopping or out to a restaurant. She was also instrumental in obtaining a walker for her friend when the arthritis flared up and made walking difficult. Kay says, "I look forward to seeing Charlie each Friday as much as she looks forward to having me."

As this Friday's visit winds down, this formerly isolated woman says, "Kay has helped me so much.

The Senior Companion Program is wonderful. The word "companion" is what they are all about."

Senior Companions can also offer respite care or relief for someone providing full-time care for a senior. The service is free and provided on a regular basis. Respite care allows the caregiver time to do errands, go out to lunch or any other activity, knowing that their loved one is closely supervised.

Senior Companions are needed in most areas of the State to help seniors live a more independent lifestyle and to provide socialization. They are men and women age 60 and older with limited retirement income, who commit to twenty hours per week visiting in their local community.

Senior Companions receive a tax-free stipend, travel reimbursement, paid personal leave, and assistance with paying for the cost of a yearly physical. Other benefits include ongoing training and recognition events. The biggest reward is knowing that you have brought sunshine into the lives of folks who greatly need it.

For more information on the Senior Companion Program of New Hampshire, call **1-800-856-5525** or write to PO Box 1016, Concord, NH 03302-1016.

*Letty Barton is the Program Coordinator at the Senior Companion Program in Concord, NH.*

## Vaughan Award *(continued from page 1)*

**Jean Hoffman (Cheshire County).** Jean Hoffman became an incorporator of Monadnock Family Services (MFS) in 1999 and has provided invaluable assistance to that agency. She chairs a committee to address ways to increase incorporator involvement, and has put in countless hours planning and facilitating events to make that happen. She and her husband John have also hosted special dinners and other celebrations for MFS staff and/or incorporators.

**Eleanor Brauns (Coos County)** At 89, this energetic lady is still going strong. The eldest resident of Twin Mountain and holder of the Boston Post Cane, Eleanor Brauns obtained her drivers license at age 73, and has been providing transportation to her neighbors in need ever since! She has also been Chair of the Supervisory Checklist for 16 years, and a longtime member of the Caleb Group Advisory Board, where she helps with many fundraising events. Brauns is a familiar, beloved presence in her community, where she is a member of the Twin Mountain Historical Society, participates in discussion groups and still finds time to play the Easter Bunny for preschoolers at the Twin Mountain Town Hall!

**Channing Brown (Grafton County).** A native of the Upper Valley and a retired businessman, Channing Brown has devoted much of his life to public service. He served on the NH House of Representatives, chaired the House Appropriations Committee, and was Mayor of Lebanon. Brown has also donated significant amounts of time and money to organizations that support the needs of elders in the State. He is currently president of the board of directors of the Grafton County Senior Citizens Council and chairs their capital campaign. In 2001, his leadership made it possible for the organization to raise more than \$950,000 for the renovation and expansion of the Upper Valley Senior Center. The center has been named "The Channing T. Brown Building" in his honor.

**Mary Mahoney Mongan (Hillsborough County).** Mary Mongan's leadership and dedication have helped to create and/or support many programs that have made life better for the people of Hillsborough County and the State of New Hampshire. During her tenure at the Manchester Housing Authority, she successfully launched the first citywide congregate housing program for elders. She is the founder and director of Mayhew, a program for disadvantaged youth, and for eight years served on the board of directors of St. Anselm's College, which conferred on her an honorary doctorate in letters. She served as Commissioner of the NH Department of Health and Human Services and was also a member of the State Committee on Aging. Over the last year, at the request of Manchester's mayor, Mongan has also co-chaired a citywide planning initiative called *Voices and Choices*.

**Bernadette Chevrette (Merri-mack County).** If there were more hours in the day, Bernadette would *(continued on page 6)*

## Thank You *(continued from page 1)*

More importantly, senior volunteers stand ready to support and cooperate with whomever is selected to take his place. Thank you, Commissioner, and God Speed in all your future endeavors. Keep in touch."

**Kathleen Sgambati Is Acting Commissioner of DHHS**

Governor Shaheen appointed Kathleen Sgambati to serve as Acting Commissioner of DHHS.

Sgambati has served as deputy commissioner of DHHS since 1995. She joined the department in 1977 as a field consultant helping the DHHS field offices implement medical and financial assistance programs. From 1981 to 1986, she served as administrator of the Department's Office of Research and Development; and as director of the Office of Planning and Development from 1986 to 1989. She served as assistant commissioner from 1989 to 1995.

Commenting earlier upon Sgambati's appointment, Governor Shaheen said, "Kathleen Sgambati will provide leadership and continuity for the Department of Health and Human Services as it works to protect New Hampshire's most vulnerable citizens and provide critical services to children, seniors and people with disabilities."

# Food Stamp Program



## It's about your good health.



**Call:**

**1-800-852-3345 ext. 4238**

**(603) 271-4238**

New Hampshire Department of Health and Human Services

Participation is confidential!



# The “Old Mother Of the Sea” Calls Me Home

by Irene Gavin

I believe that like the Canada Geese, we are all drawn back to the place where we took our first breath, a place that many of us will always call “Safe Home”.

The “Old Mother of the Sea” draws me back to Gloucester, on Massachusetts’ North Shore. There the “Old Man at the Wheel” stands vigil on Stacy Boulevard, his rugged frame erect, his hands tightly gripping the wheel. This is Gloucester’s symbol and memorial to all those who have gone down to the sea in ships.

There is a celebration in Gloucester called St. Peter’s Fiesta that has taken place every July for the past 75 years. One of the first questions you are asked when you meet friends from home is, “Did you go home for the fiesta?” Like any homecoming there are always old friends and traditions to keep up with, new friends to make, and new events to enjoy. We come away saying, “What a difference a year makes!”

The fiesta began as a neighborhood celebration in honor of St. Peter, to whom mothers, wives and families prayed for the safe return of sons, husbands and brothers who had gone to sea. Since then, the Fiesta has grown to monumental proportions.

The fishing vessels that have taken so many trips out to sea are all cleaned and sometimes newly painted in preparation of the “Blessing of the Fleet”. Roses and other flowers are thrown into the ocean by families and visitors, and a large wreath is dropped from a plane flying low over the boulevard. One cannot help but feel the mixed emotions that seem to blend all lives together as the waves carry the huge wreath out to sea.

There are also many sporting events, including Seine boat races, the greasy pole walk, and others too numerous to mention. It all adds up to a community that shares with pride their respect and admiration for all who live and die by the sea, no matter who or where they are.

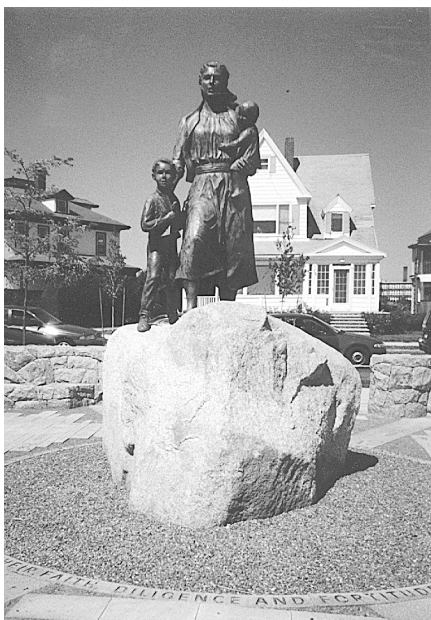
Everything changes and the Fiesta has changed with the times; but not in the hearts of those who will always be drawn back, because it represents all the American immigrants who ever came to Gloucester’s shores. There is, however, one big change on Stacy Boulevard. One that has been a long time coming.

“The “Old Man at the Wheel” no longer stands alone. In May 2001 another statue, that of a mother and two children, was erected nearby, atop a large granite boulder. The mother has one child in her arms and another clinging to her dress. Their eyes are fixed on the horizon; the expressions on their faces reflect the chilly winds and cold spray. A very symbolic statue of fishermen’s families, who can never rest easy until their loved ones’ safe return.

You may recall the film “The Perfect Storm”. This was the true story of the fate of the *Andrea Gail*, the fishing boat that went down in October 1991 during the greatest Atlantic storm in recorded history. When you visit the monuments, take note of all the names of those who have perished at sea since the 1600’s, including the names of the crew of the *Andrea Gail*. Among all these names are listed several of my schoolmates.

Going home? I have been there and brought back memories to live for, and I wish you “safe home”.

*Irene Gavin is a member of the State Committee on Aging and serves on the advisory board of Sullivan County ServiceLink. She lives in Charlestown.*



Monument honoring fishermen’s families, Gloucester, MA

**Note:** If you’re looking for a wonderful place to visit, consider taking a trip to Gloucester. Founded in 1623, Gloucester is located 30 miles northeast of Boston. In addition to being a fishing community, Gloucester has also been home to artists and writers, and sponsors many festivals and other special events throughout the year. For more information, call (toll free) **1-800-649-6839** or access the city web site at [www.gloucesterma.com/](http://www.gloucesterma.com/)

## Vaughan Award *(continued from page 1)*

surely find time to use them! As Chairperson of the Hooksettites Happy Helpers, Chevrette works tirelessly on behalf of this organization, which has raised thousands of dollars for area charities, and last year, for the New York Relief Fund. The Helpers organization sponsors a local clothing store where people donate merchandise to be sold, with the proceeds going to people in need. Bernadette is also a member of the Hillsborough County Nursing Home Guild and directs the Tri-Town Performers, a group of 18 people who entertain in nursing homes.

**Elayne Ouimette (Rockingham County).** Elayne Ouimette’s caring and compassionate nature has made all the difference in the world to patients whom she visits at the Exeter Hospital and to the hospice patient in Fremont whom she visits weekly. She is a volunteer for the Meals on Wheels Program, and when the program sponsors special celebrations at the Exeter Senior Center, Ouimette handles much of the planning and the decorations. Her cheerful personality, energy and enthusiasm make her an asset to any group!

**Albert (“Jack”) LaBonte (Strafford County).** Jack LaBonte’s leadership has done much to improve services for elders and those in need in Strafford County. For many years, he was Executive Director of the Somersworth Housing Authority. Now a member of the State Committee on Aging, LaBonte also serves on the Board of Directors of Strafford County Community Action and the Homemakers of Strafford County, volunteers at a local food pantry and is a member of the Strafford County ACOA. He has led efforts to develop the new Adult Day Care Building and active adult community being planned by the Homemakers of Strafford County.

**Betty Reavis (Sullivan County).** “Loving kindness” is the word that many use to describe Betty Reavis. A volunteer for many years at the Sullivan County Nursing Home, Betty visits residents, does their errands, and helps with special events. Reavis also works with a local 4H group whom she has encouraged to visit the residents and make gifts for them. This has helped the residents know that they are remembered, and that they are still part of the larger community. Reavis’s energy and creativity have also brought new people and ideas to the facility.

## The Law and You *(continued from page 4)*

If you are dissatisfied with a mechanic’s work, you should inform the mechanic of your concerns. If the mechanic refuses to fix the problem, you should get a second estimate from a different mechanic. If the second mechanic finds a problem, and that problem was supposed to have been fixed by the first mechanic, you should submit a complaint to the Consumer Protection Di-

vision of the Attorney General’s Office and to the Better Business Bureau.

If you are at least 60 years old, you may seek free legal advice over the telephone from an attorney about your civil legal situation by calling New Hampshire Legal Assistance’s Senior Citizens Law Project Advice Line. Their toll-free number is **1(888)353-9944**. In the Manchester NH area call **603-624-6000**.

## Manchester ACOA *(continued from page 2)*



David Frydman (left), Director of the Institute for Health Law and Ethics and Zane Knoy, MRACOA Co-Chair

housing; three are living with their families; the others are in a variety of approved residences. One individual bought her own home and is living comfortably, according to the speaker.

Frydman produced data to prove his point that independent living is cost effective. For example, in less than nine weeks the financial investment needed to assist a person in transitioning from a nursing home to independent living, will have been recovered. The average net cost savings for each of the residents who were transitioned, is \$6075. Those savings will continue to accumulate, Frydman said.

Moving qualified residents out of the nursing home environment means finding living quarters for them, as well as social service agencies to assist with the residents’ ordinary day-to-day living. “Even with these expenses,” Frydman pointed out, “the cost savings

of supporting those eligible for this lifestyle can be significant when compared to the cost of maintaining residents in today’s nursing homes.”

Frydman’s appearance as the guest speaker for this year’s annual meeting of the Manchester Regional Area Committee on Aging established a “new vision” for the event, according to Zane Knoy, Co-Chair of the committee. One of 12 Area Committees on Aging in the State, the MRACOA meets on the third Thursday of each month at 1:30 pm, at the Easter Seals complex on Auburn Street in Manchester. Membership is open to anyone interested in advocating for elders.

*Bob Montgomery is a member of the NH State Committee on Aging and author of Over The Hill, a column published by Neighborhood News Publications. He lives in Goffstown.*

### VOLUNTEERS NEEDED!

Volunteer drivers are needed to transport patients to appointments at the Manchester VA Medical Center. For more information, call **1-800-892-8384, Ext. 6419** or **603-624-4366, Ext. 6419**.



# Calendar

## State Committee on Aging Meetings

For information, call Don Rabun at DEAS  
(1-800-351-1888, Ext. 4704)

## Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

**Belknap-** Third Tuesday of each month at 1pm, at varying locations

**Carroll-** Second Wednesday of each month at 1pm, at the Berlin City Bank in West Ossipee, near the intersections of Rtes. 25 & 16

**Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County)-** Third Wednesday of each month at 9 am, at varying locations

**Coos-** Second Tuesday of each month at 10 am, at the Credit Bureau on Main St. in Berlin

**Grafton-** Fourth Monday of each month, at 9:30 am, at varying locations

**Greater Manchester-** Third Thursday of each month, at 1pm, at varying locations

# The New Hampshire ServiceLink Network

1-866-634-9412

www.state.nh.us/servicelink

Primary sites are listed below.

### Coos County ServiceLink:

#### Contact Person:

Janice Gingras, Program Director

#### Site: Berlin Senior Center

610 Sullivan St. –Suite 6

Berlin, NH 03570

Local Line: 752-6407

### Carroll County ServiceLink:

#### Contact Person:

Joanne Nicholson, Program Director

Site: 488 White Mountain Highway

PO Box 420, Chocorua, NH 03817

Local Line: 539-7203

### Northern Grafton County ServiceLink:

#### Contact Person:

Martha Reed, Program Director

Site: Littleton Area Senior Center

38 Cottage St., PO Box 98

Littleton, NH 03561

Local Line: 444-4498

### Southern Grafton County ServiceLink:

#### Contact Person:

Dana Michalovic, Program Director

Site: Center for Elder Services

10 Campbell St., P.O. Box 433

Lebanon, NH 03766

Local Line: 448-1835 or 448-4897

### Belknap County ServiceLink:

#### Contact Person:

Lisa Morris, Program Director

Site: The HealthLink Building

P.O. Box 1327

Laconia, NH, 03247-1327

Local Line: 528-6945

### Merrimack County ServiceLink:

#### Contact Person:

Program Director, TBA

Site: Belknap/Merrimack CAP

Building

PO Box 1016, 2 Industrial Park Dr.

Concord, NH 03302-1016

Local Line: 228-6625

### Sullivan County ServiceLink:

#### Contact Person:

Priscilla LaMott, Program Director

Site: Newport Senior Center

76 South Main St.

Newport, NH 03773

Local Line: 863-1358

### Monadnock ServiceLink:

#### Contact Person:

Melinda Mahar, Program Director

Site: 103 Roxbury St.

Suite 302B

Keene, NH 03431

Local Line: 357-1922

### Manchester Region ServiceLink:

(Northern Hillsborough County)

#### Contact Person:

Yvonne Schulze, Program Director

Site: Easter Seals NH

555 Auburn St.

Manchester, NH 03103

Local Line: 644-2240

### Greater Nashua ServiceLink:

(Southern Hillsborough County)

#### Contact Person:

Michelle Kingsley, Program Director

Site:

Community Council of Nashua

7 Prospect St.

Nashua, NH 03060-3990

Local Line: 598-4709

### Seacoast ServiceLink:

(Eastern Rockingham County)

#### Contact Persons:

Julie Stone/Joe Byron,

Program Co-Directors

Site: 1039 Islington St.

Suite 118

Portsmouth, NH 03801

Local Line: 334-6593

### Southwestern Rockingham County ServiceLink:

#### Contact Person:

Connie Young, Program Director

Site: The Nutfield Building

Suite 104

44 Birch Street

Derry, NH 03038

Local Line: 432-1499

### Strafford County ServiceLink:

#### Contact Person:

Becky May, Program Director

Site: 1 Wakefield St., Suite 306

Rochester, NH 03867

Local Line: 332-7398

## Area Committees on Aging

**Greater Nashua-** Second Friday of each month, at 1pm, at the Senior Activity Center in Nashua.

**Merrimack-** Third Tuesday of each month, at 10:30 am, at varying locations

**Rockingham-** Second Tuesday of each month, at 10 am, at varying locations

**Strafford-** Third Monday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester.

**Sullivan (Sullivan/Kearsarge Senior Advocates, covering Sullivan County and northwestern Merrimack County)-** Second Tuesday of each month, at 9:30 am, at varying locations.

**North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties)-** Fourth Friday of each month, at 9:30 am, at varying locations.

## Educational Programs

**Access Expo of Northern New England, September 5, 10:00 am-5:00 pm,** Center of NH, Manchester. Complete showcase of adaptive products for persons with disabilities, job fair, workshops. Call 1-800-826-3700 V/TTY or visit [www.gsil.org](http://www.gsil.org)

**Lectures sponsored by Seacoast Widowed Persons Services. For more information call 603-742-1016 or 1-800-391-1977.**

**“Plansafe” (financial planning, long term care), September 12, 7:00-8:30 pm,** Frisbie Hospital Conference Center, 11 Whitehall Rd., Rochester. Speaker: William MacDonald, CPA and Financial Planner, Richard Valliere, Senior Account Executive MetLife, and Atty. Money Jr., Estate Planning and Trusts. Lecture Fee: \$5.00, preregistration required. Mail check to Seacoast WPS, Box 1713, Dover NH 03821-1713

**“Navigate Through Your Grief”, October 12, 9:30-11:00 am,** Wentworth Douglass Hospital, Dover. Speaker: Ralene Shippee-Rice, Associate Professor of Nursing, UNH. Fee and preregistration are as described above.

## Meetings/Forums

**North Country Senior Action Annual Meeting, September 16, 8:30-2:30 pm** at the Mt. Washington Hotel and Resort, Bretton Woods. Business meeting, speakers, entertainment, and buffet luncheon. Community service awards to be presented by Executive Councilor Ray Burton. Register by **September 4.** Call Rosalie Downing at **536-1115.**

**The VA Medical Center, October 3, 9 am-11 am;** public forum on organ donation, living wills, durable power of attorney and other issues. At 718 Smyth Rd., Manchester. Call **1-800-892-8384.**

**Getting By With A Little Help, October 22, 5:30-8:30 pm,** Frisbie Hospital Conference Center, 11 Whitehall Rd., Rochester. An informational forum for older adults, their families, and caregivers. Free. Light meal served at 5:00 pm. Reserve by calling **603-332-7398** no later than **October 17.**

## Support Groups

**Self-Help for the Hard of Hearing of NH, Inc. September 4, 6:45 pm-9:00 pm,** at Brookside Congregational Church, 2013 Elm St., Manchester. Topic: creative strategies for communicating in challenging situations.

## Recreation

**Odiorne State Park, Rye.** 330 acres, with trails and picnic areas. Outdoor activities and indoor exhibits highlight the fascinating features of coastal New Hampshire. Call **603-436-8043** or visit the web site at **www.seacentr.org**

**Concord Kiwanis Annual Car Classic, September 7,** NH Technical Institute, Concord. 25 classes of cars with trophies, free parking, food and vendors. Call **226-8016.**

**27<sup>th</sup> Annual Highland Games, September 13-15,** Lincoln. One of the largest Scottish festivals in New England. Gathering of the clans, Celtic bands, games, and more. Call **1-800-358-7268.**

**Keene Music Festival, September 14,** downtown Keene. Free. Music for all ages and listening pleasures, display of arts and crafts. Call **603-352-2996.**

**Great North Woods Competition, September 21,** Berlin. Strongman and lumberjack contests, recreation of an 1880-1920 logging camp, Androscoggin River boat tours, horseback rides, blacksmith demonstrations. Call **603-752-7202.**

**Harvest Day, October 5, 10 am-4 pm,** Shaker Village, Canterbury. Organically grown produce, farm animals, games, stories and music. Cost: \$12/\$6 at Shaker Village. Call **603-783-9511.**

**Art Show, October 5, 9 am-4 pm,** Plymouth, on the common. Featuring 30 NE artists. Free.

**Classic & Antique Boat Rides, October 6,** Wolfeboro. Held dockside. Presented by the Antique and Classic Boat Museum. Call **603-569-2212.**

**Winnebepaukee Scenic RR Foliage Special, October 19-20.** 3-hour round trip rail journey from Meredith to Livermore Falls. Leaves at 1:00 both days. Call **603-745-2135.**

**Pumpkin Festival, October 26,** Keene. Bring a pumpkin to add to the thousands on display, and enjoy a costume parade, food, and fun. Free. Call **603-358-5344.**



# Guide to Services

## Division of Elderly and Adult Services (DEAS)

The NH Division of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have a chronic illness or disability.

<b>Director:</b>	Catherine A. Keane
<b>Central Office:</b>	129 Pleasant Street, Brown Building Concord, New Hampshire 03301-3857
<b>Toll Free Phone:</b>	1-800-351-1888
<b>TDDY:</b>	1-800-735-2964
<b>DHHS Internet:</b>	www.dhhs.state.nh.us
<b>District Offices:</b>	For telephone numbers, see “Important New Hampshire Phone Numbers” listed below.

### Information on DEAS Services and Programs:

Contact the District Office nearest your home (phone numbers are listed below) If you cannot reach the District Office, call **800-351-1888**.

**NH ServiceLink Network:** 866-634-9412

**Adult Protection:** To report suspected abuse, neglect, exploitation or self-neglect regarding an elderly or incapacitated adult, call the District Office nearest your home (phone numbers are listed below) If you cannot reach the District Office, call **800-351-1888, Ext. 4384**.

### Alzheimer’s Program (Information, Respite Care):

Call 800-351-1888 ext. 4687.

### Senior Prescription Drug Discount Pilot Program:

Call 888-580-8902

## Important New Hampshire Phone Numbers

DEAS District Offices			
<b>Berlin</b>	<b>800-972-6111</b> 603-752-7800	<b>Littleton</b>	<b>800-552-8959</b> 603-444-6786
<b>Claremont</b>	<b>800-982-1001</b> 603-542-9544	<b>Manchester</b>	<b>800-852-7493</b> 603-668-2330
<b>Concord</b>	<b>800-322-9191</b> 603-271-3610	<b>Nashua</b>	<b>800-852-0632</b> 603-883-7726
<b>Conway</b>	<b>800-552-4628</b> 603-447-3841	<b>Portsmouth</b>	<b>800-821-0326</b> 603-433-8318
<b>Keene</b>	<b>800-624-9700</b> 603-357-3510	<b>Rochester</b>	<b>800-862-5300</b> 603-332-9120
<b>Laconia</b>	<b>800-322-2121</b> 603-524-4485	<b>Salem</b>	<b>800-852-7492</b> 603-893-9763

## Area Committees on Aging

### BELKNAP COUNTY

Judy Pilliod  
504 Province Rd.  
Belmont 03220  
**524-3047**

### CARROLL COUNTY

Dorothy Solomon  
Box 993  
Albany 03878  
**447-1199**

### CHESHIRE COUNTY

Martha Bauman  
305 Roxbury St.  
Keene 03431  
**352-8725**

### COOS COUNTY

Norman Malloy, Co-Chair  
129 Pine St.,  
Berlin 03570  
**752-7913**  
  
Dona Larsen, Co-Chair  
68 Marne Ave.,  
Berlin 03570  
**752-2655**

### GRAFTON COUNTY

Bill Williams  
76 Main St., Suite 2C  
Littleton 03561-0098  
**444-1271**

### HILLSBOROUGH COUNTY

(Greater Manchester)  
Zane Knoy, Co-Chair  
Box 248,  
Manchester 03105  
**669-0449**

Dennis Hett  
345 Edward J Roy Drive  
Manchester 03102  
**626-3479**

### HILLSBOROUGH COUNTY

(Greater Nashua)  
Kay Noel  
49 Lund St.,  
Nashua 03060-4441  
**882-5502**

### MERRIMACK COUNTY

Jacquelyne Jennings, Co-Chair  
10 Ordway Ln., Bow 03304  
**224-1710**  
  
John Hoar, Co-Chair  
82 Centre St., Concord 03301  
**228-8340**

### ROCKINGHAM COUNTY

Robert Forsing  
12 Green Rd., Raymond 03077  
**895-9451**

### STRAFFORD COUNTY

Becky May, Co-Chair  
Strafford Network-ServiceLink  
1 Wakefield St., Suite 212  
Rochester 03867  
**740-9594**  
  
Darlene Smith  
The Wentworth Home  
795 Central Ave.  
Dover 03820  
**742-7406**

### SULLIVAN COUNTY

Theresa LaPointe, Co-Chair  
7 Bank Avenue  
Claremont 03743  
**542-6418**  
  
Amy Patnaude, Co-Chair  
4 Roseland Road  
Newport 03773  
**863-3070**

### NO. COUNTY SR. ACTION

Rosalie Downing  
4 Langdon Rd.,  
Plymouth, 03264  
**536-1115**

<b>Community Supplemental Food Program</b> .....	800-942-4321
<b>Consumer Protection For Public Utilities</b> .....	800-852-3793
<b>Consumer Protection For Insurance</b> .....	800-352-3416
<b>Senior Dental Clinic</b> .....	603-271-7166
<b>Eldercare Locator</b> .....	800-677-1116
<b>Food Stamp Information</b> .....	800-852-3345
<b>Fuel Assistance Information</b> .....	603-271-8317
<b>Governor’s Citizens Service</b> .....	800-852-3456
<b>HICEAS</b> .....	800-852-3388 <i>(Health Insurance Counseling, Education Assistance)</i>
<b>Legal Services Advice Line</b> ...888-353-9944 or TTY:800-634-8989 (for Manchester residents only).....	603-624-6000
<b>Living Will Information</b> .....	603-225-0900
<b>Long-Term Care Ombudsman</b> .....	800-442-5640
<b>Medicaid Information</b> .....	800-852-3345
<b>Medicare Claims Information</b> .....	800-447-1142 <b>Part A:</b> 800-522-8323, <b>Part B:</b> 800-447-1142 <b>Quality of Care:</b> 800-772-0151
<b>NH Helpline</b> .....	800-852-3388
<b>NH ServiceLink Network</b> .....	866-634-9412
<b>Social Security Administration</b> .....	800-772-1213
<b>Veterans Council</b> .....	800-622-9230 or 603-624-9230
<b>Senior Companion Program</b> .....	800-856-5525

## State Committee on Aging

<b>Hon. Peter Batula</b> 12 Paige Dr. Merrimack 03054-2837 <b>424-6091</b>	<b>Dr. Mendon MacDonald</b> (Chairman) 73 Schoolhouse Hill Rd. Gilford 03246 <b>524-2515</b>
<b>Kenneth Brooks</b> 49 Technology Dr., Apt. #57 Bedford 03110 <b>647-4240</b>	<b>Sen. Caroline McCarley</b> PO Box 131 Rochester 03866 <b>322-5550</b>
<b>Hon. Robert Chabot</b> 73 Joseph St. Manchester 03102 <b>625-5617</b>	<b>Margaret “Marge” McClellan</b> 153 Bridge Street Berlin 03570 <b>752-2479</b>
<b>Barclay Chase</b> 40 Barker St. Keene 03431 <b>352-4152</b>	<b>Dr. Joseph Miller</b> 13 Burnham Ave. Durham 03824 <b>868-1689</b>
<b>Darwin Farber</b> 12 Meadowood Drive Exeter 03833 <b>772-4341</b>	<b>Robert Montgomery</b> 24 Mountain Rd. 3C Goffstown 03045 <b>497-3992</b>
<b>Irene Gavin</b> PO Box 16 Charlestown 03603 <b>826-4218</b>	<b>Susan Presby</b> 83 Elm Street Littleton 03561 <b>444-0335</b>
<b>Suzanne Keller</b> 8 Queens Way Merrimack 03050 <b>889-1776</b>	<b>Ellen Sheridan</b> 9 Fiskill Farm Concord 03301 <b>224-7612</b>
<b>Albert “Jack” LaBonte</b> 2 Varney Ct. Somersworth 03878 <b>692-5110</b>	<b>Dorothy Solomon</b> Box 993 Albany 03818 <b>447-1199</b>



# Aging Issues

A publication for New Hampshire's older citizens

Volume 6 Issue 3

Winter 2003

## Big Hearts Come In Small Packages

by Bob Montgomery

In a small, two-story Colonial bungalow sitting on a little parcel of land bounded by Hall Street on one side and the Merrimack River on the other, in the town of Bow, there's a place that a lot of kids in Greater Concord area must think of as fairyland. It's the home of Eleanor and Clarence Still, and for nearly 30 years it's been the headquarters of The Friends of Forgotten Children (FFC), a nonprofit charitable organization. More than that, it's been a labor of love for the Stills, who started- and still operate- FFC out of their home, an adjoining garage and a storage shed.

It all started one December Sunday 30 years ago when the Stills attended church and their minister explained that although the congregation had done their best to gather food, clothing, and gifts for needy children, there just wouldn't be enough to go around.

This didn't satisfy Eleanor Still, now 69, and her husband Clarence, 71, who were not about to stand by and watch children being forgotten at Christmas or any other time.

The Stills started holding yard sales and bake sales to raise money. They contacted friends, relatives, teachers, and



*Friends of Forgotten Children founders and supporters. Front, left to right: Pauline Barter and Eleanor Still. Back, left to right: Leiton Barter and Clarence Still*

let a child or a family suffer from want."

Sitting with the Stills in their cozy kitchen while doing this interview, two other folks joined us. They are Pauline and Leiton Barter, who work with the Stills and are mainstays of the charitable operation.

It was Pauline who took me to the Stills' well-organized cellar storeroom, to show me some of the community donations already amassed in preparation for this year's holiday season. Proudly, she pointed to canned

people in human services agencies. In this way, their work was born, and the name to go with it- Friends of Forgotten Children.

This year, in total—and not just at Christmas gift-giving time—they figure that several hundred families in Greater Concord will have been given a helping hand by their organization.

"When we settle back the day after Christmas," Eleanor smiled, "it's only to catch our breath for the next call we get for help."

Where do those calls come from? "Lots of places," Clarence chimed in. "It seems that our reputation has spread, so people know that we won't

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## More Funding Needed For Home and Community Based Care

Insufficient funding, as well as a shortage of direct care staff, are barriers to developing home and community based supports for the elderly and chronically ill, according to a report released by the HB 1182 Study Committee on November 1, 2002.

During the 2002 legislative session, HB 1182 established a joint committee of state senators and representatives to study the development of home and community-based long term supports for the elderly and adults with disabilities. Chaired by Rep. Alida Millham of Gilford, NH, the committee was charged with evaluating what progress has been made under Senate Bill (SB) 409 in establishing those supports, and with making recommendations for future legislation, based on the needs and desires of consumers.

### Origins of SB 409

SB 409 (now RSA 151-E) was enacted in 1998, and sought to rebalance New Hampshire's long term care system by offering people alternatives to nursing home care that are less expensive, but more appropriate for people needing long term supports.

Among other things, SB 409 mandated a statewide system of focal points (now known as the NH ServiceLink Network) to provide information to consumers on long term supports and initiated Medicaid funding for mid-level care, including, but not limited to, assisted living and residential care.

SB 409 also contained certain cost control caps which require that the payment for midlevel care cannot exceed 50% of the average cost of nursing facility care, and home based care cannot exceed 33% of nursing facility care.

### "Sunsetting" of SB 409

When SB 409 was passed, the legislature wanted to be sure that it reviewed the impact of the bill at a later date. Therefore, a provision was included in SB 409 which "sunsets" or terminates, its funding provisions on June 30, 2003. This means that funding for the supports provided under SB 409 will expire after that date. During the next session, the legislature must act to pass new legislation that will address how NH ServiceLink and long term supports will be funded.

### Public Input

A public forum on SB 409 was held on September 24 at the Legislative Office Building in Concord. In addition to consumers of long term supports, there were also representatives present from the State Committee on Aging, the Merrimack Area Committee on Aging, the NH Association for the Elderly, the NH ServiceLink Network and other service organizations.

At the forum, consumers and consumer advocates alike expressed universal support for the NH ServiceLink Network, and stressed the importance of choice, independence and dignity for the elderly and persons with chronic illnesses or disabilities.

A number of persons who receive home care support testified that the home care support they receive makes it possible for them to live in the community with dignity and freedom, and at a lesser cost than they would pay in a nursing home. However, the cost caps contained in SB 409 were generally viewed as restrictive, since they limit the amount available to consumers for community based services.

(continued on page 2)

## LTC Ombudsman Program Now Located In DEAS

Effective July 24, 2002, the Long Term Care (LTC) Ombudsman Program was transferred from the Office of Ombudsman to the Division of Elderly and Adult Services.

Donald Shumway, former Commissioner of the Department of Health and Human Services authorized the transfer with the directive that DEAS operate the program for a period of transition. During this transition, DEAS will work to define program standards and responsibilities with the goal of engaging a contractor who will operate the program in the future after a public bidding process.

Over the last several years, the LTC Ombudsman Program has been affected by severe staffing shortages. Following the transfer of the program to DEAS, staff were reassigned to the LTC Ombudsman Program to enable the program to fulfill its responsibilities under state and federal law. Don Rabun, formerly the DEAS Community Development Supervisor, has been designated as the LTC Ombudsman during this period.

The Department believes that in the long run, operation of the LTC Ombudsman by a contractor will allow the program to have dependable and sustained resources.

DEAS is committed to working in partnership with nursing homes and residential care facilities to promote quality care and the rights of residents. In a letter written to facilities before the transfer of the program, DEAS Director Catherine Keane, and Ron Adcock, Director of the Office of Ombudsman, stated:

"The Long Term Care Ombudsman Program supports and advocates for the most vulnerable people in the

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# From The DEAS Director's Desk

Dear Reader:

The Department of Health and Human Services and DEAS are currently in a transition phase, as the Department begins its work with Governor-elect Benson and his transition team. We look forward to the opportunity for sharing important information on the needs of those we serve: elders, younger adults with chronic illnesses or disabilities, and caregivers.

Some critical issues that DEAS will continue to focus on during the coming year are the future of the NH ServiceLink Network, budget funding for long-term supports, and the funding of Senate Bill 409 after the "sunset" provisions become effective on June 30<sup>th</sup>, 2003.

The HB 1182 Study Committee, a joint legislative committee charged with studying the impact of SB 409, completed its report on November 1, 2002 (*see the article on page one of Aging Issues*). The report contains important recommendations on the funding of home and community based supports, including full funding for the NH ServiceLink Network. Since being implemented two years ago, ServiceLink has responded to hundreds of requests from people who need information and assistance about services that can help them live independently.

Both the HB 1182 Study Committee and another legislative committee, the Long Term Care Rate Setting Committee, recommended increased funding for rate increases for community agencies, nursing homes and mid level care facilities. Currently, low rates of reimbursement make it difficult for providers to hire staff to provide direct care for people, which in turn affects the quality and availability of services. The DEAS budget request for 2004-2005 includes a request for rate increases.

Effective July 24, 2002, former DHHS Commissioner Don Shumway transferred the Long Term Care Ombudsman Program from the Office of Ombudsman to DEAS, with the directive that DEAS operate the program for a period of transition (*see the article on page one*). DEAS is now providing staff and other resources needed by the program and is working to define standards for a contractor that will operate the program in the future after a public bidding process. Please be assured that we are doing all we can to ensure that the rights of people living in nursing homes and residential care facilities continue to be protected.

We will be bringing you more information on these and other topics in future editions of *Aging Issues*. I also invite you to stay informed by joining your local Area Committee on Aging. Please see the Directory Page of *Aging Issues* to find out how to contact the chair of your local committee.

With all best wishes,

*Catherine A. Keane*

# Senior Living Options

by Dennis R. Hett

Are you considering where and how you are going to live as you grow older?

If you plan to stay where you are now, ask yourself three questions:

- Can I easily adapt my current living quarters so I won't have to move if a disability develops?
- Are family and friends available to assist when needed?
- Does my community offer services that would help me when I need them?

If your answers raise questions you can't answer readily, you may wish to consider options other than where you live now. You can remain independent longer if you know what your options are, and if you plan in advance.

Here are the options currently available in New Hampshire:

**"Fifty-Five-Plus" Developments** (just now appearing in New Hampshire) – Owner-occupied houses, townhouses or apartments with no supportive services. Designed for people who are about to retire, or who are in the early stages of retirement.

**Senior Housing** – Apartments for independent living; may accept reduced rents from qualified individuals. Often sponsored by towns, cities and nonprofit sponsors.

**Enriched Senior Housing** (also known as "supportive housing," "congregate housing" or "assisted living") – Senior housing with services, such as meals, housekeeping and service coordination. Some services may be available from outside providers.

**Residential Care** – Apartments or rooms with meals, personal care, 24-hour supervision. The modern version of the rest home. Health services may be available from outside providers. Licensed by the New Hampshire Department of Health and Human Services.

partment of Health and Human Services. May advertise as "assisted living."

**Nursing Facility** – Private or shared rooms providing meals, personal care, social programs and around-the-clock nursing care. Licensed by the New Hampshire Department of Health and Human Services.

**"A La Carte" Retirement Community** – A combination of housing and care options on a single site. Common combinations include: apartments for independent living with nursing facility or apartments, residential care ("assisted living") and nursing facility. Arrangements are "pay-as-you-go," without a guarantee that a nursing care bed will be available when needed. Residential care and nursing facility components are licensed by the New Hampshire Department of Health and Human Services.

**Continuing Care Retirement Community** – A combination of housing, "assisted living" and nursing care offered by a single sponsor. The resident pays an entrance fee and monthly maintenance in return for accommodations and a promise of services. Health services are licensed by the New Hampshire Department of Health and Human Services. Continuing care contracts are regulated by the New Hampshire Department of Insurance.

*Dennis Hett served a total of twenty-five years as CEO of three associations representing not-for-profit homes and services for the aging in Massachusetts, New Jersey and the Northern New England states. Dennis is co-chair of the Manchester Regional Area Committee on Aging. He is also a member of the Long Term Supports Committee of the State Committee on Aging.*

## More Funding Needed (continued from page 1)

The Elder Rights Coalition identified certain barriers to community based care, including the lack of affordable and accessible independent housing in the community, the lack of affordable housing with supportive services, and the shortage of direct care workers.

Other sources consulted by the HB 1182 Study Committee for the report included the Director and staff of the Division of Elderly and Adult Services, the Association of Counties, the NH Health Care Association, home and community based care providers, such as meals on wheels, residential care and home health care; David Frydman, Director of the Institute for Health Law and Ethics, and Rep. Neal Kurk in his capacity as Chair of the Long Term Care Institute Board.

### Recommendations

The committee's report "reaffirms the intent of SB 409 as a reasoned and appropriate approach to New Hampshire long term care policy", but also recommends the following to be included in future legislation:

- ServiceLink should be fully funded as the cornerstone of the long term care support system, independent from the issues of financing and other service provisions. According to the report, ServiceLink is viewed as "locally based, visible and accessible to the community through local organizations." (see page 3 of *Aging Issues* for more information on ServiceLink).
- There should be further development and improvement of community based supports such as adult day care, respite care, assessment and counseling, homemaker and home health care, meals programs, and transportation.

- Funding should be provided that will enable rate increases for Medicaid payment for nursing homes and providers of mid-level care and other social services. Low reimbursement rates currently make it difficult for nursing homes, residential care facilities and other providers to meet their costs, which in turn affects the availability and quality of services.
- The cost control caps currently contained in SB 409 should be adjusted to give people a real choice of community alternatives. The HB 1182 Study Committee supports keeping the reimbursement formula below the cost of nursing home care, but above the current "caps".
- Measures should be considered for easing the workforce shortage, since this affects the ability of people to receive services. There are legislatively authorized groups working on this issue, and their recommendations should be considered in future legislative action.
- Current and future committees related to long term care policy should be placed in one "Commission on Long Term Care". This will include committees working on the issue of prescription costs.

The report also contains other recommendations related to the state/county funding formula for long term care and the system of reimbursement for providers.

The HB 1182 Study Committee report has been submitted to the Governor, the Speaker of the House, and the President of the Senate. The report will be considered during the next legislative session.

## Aging Issues

**Executive Editor**  
Catherine A. Keane

**Managing Editor**  
Margaret Morrill

**Advisors**  
(NH State Committee on Aging)  
Suzanne Keller, Jack LaBonte,  
Bob Montgomery, Irene Gavin

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Send news items, calendar announcements or other correspondence to NH DEAS, 129 Pleasant St., Concord, NH 03301-3857, Attn: Margaret Morrill for *Aging Issues*, or email [mmorrill@dhhs.state.nh.us](mailto:mmorrill@dhhs.state.nh.us)



# ServiceLink: Working For You

The message from New Hampshire citizens is loud and clear: They want to live in their homes as long as possible, make their own decisions about the kind of care they want, and about where, when and by whom it is provided.

Every day, the NH ServiceLink Network empowers older adults and adults with disabilities and chronic illness to reach these goals by providing information about community supports, helping them to connect with the resources they need, and providing necessary follow up to make sure that the person has achieved his or her goals. ServiceLink has 13 primary sites and more than 50 satellite locations statewide.

In partnership with other agencies and community organizations, ServiceLink also provides educational forums on issues ranging from financial management, Alzheimer's disease and related dementias, prescription drug options, end of life care, caregiver support, legal issues, and public health concerns such as West Nile Virus.

Persons interested in volunteer work can find opportunities at ServiceLink sites or be referred to other organizations in the community.

During the last year, ServiceLink programs have:

- Reached over 8,000 consumers through public education
- Conducted 321 public education sessions
- Contributed 12,000 hours in volunteer time
- Conducted over 900 in-home visits
- Responded to over 24,000 inquiries.

Through follow up of referrals and the collection of program data, ServiceLink sites also make recommendations on ways to strengthen systems of long-term support.

## ServiceLink Stories

A 65-year old caregiver called looking for assistance placing her 80-year old mother with Alzheimer's Disease in a nursing home. After meeting with

the caregiver and her mother, ServiceLink staff discovered that the mother simply could not hear. Her old hearing aid no longer worked, so she could no longer hear her daughter, respond to conversations or carry out daily living tasks safely. A hearing test was arranged, which confirmed the need for a new hearing aid. Today, the mother remains safely at home.

A woman with multiple sclerosis lacked housing that was wheelchair-accessible, and she and her husband also needed emotional support to help deal with the woman's illness. ServiceLink staff helped the couple to connect with Habitat for Humanity, which provided the necessary modifications to their home, and with a support group for persons with multiple sclerosis and their families.

A 50-year old woman with cancer, who was not able to drive, needed help in getting to her appointment at a local hospital. A ServiceLink employee contacted the American Cancer Society and, as suggested, called their Volunteer Coordinator. The coordinator was able to schedule a ride with one of their volunteers, who also became a source of support to the woman, since the volunteer is a cancer survivor.

ServiceLink connected an elderly woman caring for her husband, who had Parkinson's Disease, with legal assistance and home care. Although this woman's husband has since passed away, she continues to volunteer three to four hours a week at a ServiceLink site, taking incoming calls. She has both the knowledge and the compassion to help other caregivers sort through the maze of information, to enable them to make informed decisions.

These are only some of the ways that ServiceLink can help you. You can call or visit a ServiceLink site, or ask to meet with ServiceLink staff in your home. To be connected with the site nearest you, call (toll-free) **1-866-634-9412**, or see the listing of primary locations on page seven of *Aging Issues*.

## New "Highway to Health" Takes Off In Belknap County

The Greater Laconia Transit Agency (GLTA) is now offering a free weekly bus ride to Dartmouth Hitchcock Hospital in Lebanon. This is a pilot project resulting from a partnership between GTLA, ServiceLink of Belknap County, Lakes Region General Hospital and other agencies.



*Friends and supporters celebrate the new "Highway to Health... The Dartmouth Connection" at a ribbon-cutting ceremony on October 16 in Laconia.*

The service, which began on October 21, 2002, is free and runs every Monday. The GTLA bus departs from Lakes Region General Hospital at 8:00 am, and stops at the Lakes Region Factory Outlet Mall in Tilton.

This free transportation service is available for Belknap County residents who may be accessing specialty outpatient services through Dartmouth Hitchcock, visiting friends or family at the hospital in Lebanon or who just need a ride to the area for other purposes. Reservations must be made by contacting GTLA at **528-2496** or ServiceLink of Belknap County at **528-6945**.

## PockeTalker Devices Available at DHHS District Offices

As of November 1st, 2002 each of the District Offices of the Department of Health and Human Services (DHHS) now has a device called the PockeTalker. Anyone who has a hearing loss and is visiting a District Office to meet with staff may request that the PockeTalker be used.

This small device has a transmitter and receiver in one unit. The unit has a microphone on it and is

placed near the speaker. The individual with the hearing loss can use a headset or earplugs. Once the unit is turned on, the individual can adjust the volume to his or her comfort level.

The Department hopes the PockeTalker will assist individuals who have some degree of hearing loss by enabling them to fully partake in meetings with DHHS staff.

## NH Department of Health and Human Services Web Site

The NH Department of Health and Human Services (DHHS) is committed to helping people through partnerships with families, community groups, private providers, other government agencies, and many thousands of foster parents, neighbors and citizens who make New Hampshire a special place to be. Making information on DHHS Programs available through the Internet is one way of providing services to NH residents.

Check out the DHHS web site at [www.dhhs.state.nh.us](http://www.dhhs.state.nh.us) for information on Department services and programs, including the Division of Elderly and Adult Services, Medicaid,

Food Stamps, the Division for Children, Youth and Families, and much more. Each program provides an overview, contact information, application and eligibility requirements, answers to the most frequently asked questions, and a library containing brochures, articles, and other information.

To go directly to the Division of Elderly and Adult Services web site, use [www.dhhs.state.nh.us/DHHS/DEAS](http://www.dhhs.state.nh.us/DHHS/DEAS), and locate information about DEAS services and programs. By pressing the "Contact Info" button, you can also find key telephone numbers and email DEAS with your questions and suggestions.

## SCOA Spotlight

The State Committee on Aging welcomes Violet Constant, who was appointed on September 24, 2002 and represents Merrimack County.

Violet spent the first 14 years of her working life at Cooperative Farm Credit, first in Vermont, and then in New Hampshire. While working for that organization, she served as Assistant Secretary Treasurer. In 1958, she began working for the city of Concord and was City Treasurer when she retired in 1986.

Violet is interested in many senior issues, including legislation. She has been an AARP volunteer since 1987, working in areas such as legislation, womens issues, breast cancer education, and community operations. She has also served as Acting State President of AARP.



Violet is married to Albert J. Constant, and has lived in Concord since 1954. The couple enjoy traveling, and have visited many regions of the USA, Puerto Rico, and Guatemala, as well as Canada, England, Scotland, and Europe.



# Foster Grandparents Give Love, Time, and Talents

by Alane Hill

When Dot Hubbard lost two important people in her life, she felt depressed and lonely, but says that volunteering with the Foster Grandparent Program, “takes my mind off being alone.” Dot spends about 20 hours each week at The Immaculate Heart of Mary (IHM) Children’s Center in Concord, doing what she loves best – rocking and cuddling babies.

The Foster Grandparent Program is a national, intergenerational program administered by the Corporation for National Service. It offers men and women who are age 60 and older with opportunities to serve as mentors, tutors and loving caregivers for children and youth (birth-21 years) who have special needs. To date, there are approximately 28,000 Foster Grandparents nationwide.

All over New Hampshire, Foster Grandparents are volunteering at schools or day care centers. However, principals, teachers and directors are begging for even more Foster Grandparents to help children who are lagging behind academically, or who need some one-on-one attention from a caring adult.



*Foster Grandparent Dot Hubbard and friend Trevor Poges share good times at the Immaculate Heart of Mary Childrens Center in Concord.*

Research shows that early individual attention helps children keep up in school and reduces the risk of dropping out of school. Older adults who work with children often help them learn good

manners and good grammar – traits prized by employers.

“There’s no pressure here, it’s easier than a job, and everybody gets along really well,” says Dot, of her volunteer experience at the IHM

Children’s Center. Sue Perry, Director at the Center, says, “The babies really seem to enjoy the extra holding and snuggling, and the teachers really appreciate Dot.”

As a Foster Grandparent, Dot earns a tax-free stipend which doesn’t affect her Social Security benefits or any other state or federal benefits, and says: “It helps to pay for groceries and a few extra things I couldn’t have before.” She is also reimbursed for her transportation expenses. Dot also joins other volunteers at recognition banquets, Christmas parties and other special events.

If you enjoy children, here’s your chance to share your time and talents and make a difference in their lives, helping to improve their social and academic skills. For more information, please call The Friends Foster Grandparent Program toll-free at **1-800-536-1193** or contact the program at the following locations: Concord: **228-1193**, Lakes Region: **524-3124**, and the Seacoast Region: **692-6540**.

*Alane Hill is the Program Manager for the Friends Foster Grandparent Program in Concord.*

## The Law and You

*The following question and answer is provided courtesy of Velma McClure, Managing Attorney for the Senior Legal Advice Line administered by NH Legal Assistance.*

**Q** I recently received a phone call from a sweepstakes representative telling me I won \$250,000. James, the sweepstakes representative who called, said I had to wire \$2,100 within the next 24 hours to cover the taxes before they could release my winnings. I didn’t send the money and now I wonder whether I did the right thing.

**A** While we would probably all like to believe that \$250,000 is waiting for us, sweepstakes and prize offers are common telemarketing scams. The New Hampshire Attorney General issued two warnings this past summer cautioning consumers about this particular scam. The warnings point out that this scam has been perpetrated on NH seniors with increasing frequency. You should contact the New Hampshire Attorney General Consumer Protection Bureau at **603-271-2641**.

In general, one warning signal that you may be a potential telemarketing scam victim is being asked to send money to pay taxes or fees in order to win something. In fact, it is illegal for a telemarketer to require you to send money in order to win a prize. Any taxes you would be legally obligated to pay for winning a prize would be given directly to the government, not to the sweepstakes company.

In addition to sweepstakes scams there are many other types of telemarketer scams directed at seniors. One type of scam is credit card loss protection plans. If your credit card is lost you are only legally liable for up to \$50. Paying hundreds of dollars for this type of protection is unnecessary. Another common scam is sending a consumer a “free” gift and then trying to get the consumer to buy something by making him feel guilty for keeping the free gift. If you receive a free gift that you did not order it is exactly that, free. You do not have to pay for it nor do you have to return it.

It can be difficult to take an assertive stance with a telemarketer when one calls. However, it is important to remember that not all callers are just innocent people doing their jobs. Some are criminals trying to take your money. Since you cannot know who is on the other end of a phone call, it is better to err on the side of caution.

Anytime you receive a call from a telemarketer you need to be cautious. You should never let a telemarketer pressure you into making an immediate decision. If a telemarketer contacts you, do not give out your credit card information, checking account or Social Security number. You can’t be sure to whom you are giving this information. Anytime you order merchandise or claim prizes over the phone you should get all the information about the transaction in writing before sending any money. Get the company’s refund policy in writing.

Some states have taken an active stance against telemarketer abuse by adopting legislation appropriately known as “No Call.” Individuals who do not want to receive any telemarketing calls get their names on a statewide

*(continued on page 5)*

## REAP Program Receives Award

The Resident Education, Assistance and Prevention (REAP) program of Xavier House in Nashua, NH has been presented with an award by The Caleb Group.

The Caleb Group, an affiliate of the Caleb Foundation, provides service coordination for residents of Xavier House (home to 38 residents who are elderly and/or have physical and/or mental disabilities) and at other low-income housing communities throughout New England.

The REAP Program is administered by the NH Housing Finance Authority and offers counseling and education to residents of senior housing statewide to help them cope with life changes and promote the wise use of alcohol and the sound management of medications.

Under the direction of Alice Cassidy, a REAP counselor affiliated with the Community Council of Nashua, REAP has provided free one-on-one, in-home counseling to Xavier House residents, facilitated a bimonthly support group, and provided technical assistance to housing service coordinators and managers. Another REAP Program project in which Xavier House residents took part was a video for public television on preventing the misuse of alcohol and medications.

The award, which recognizes REAP for excellence in service and for furthering the mission of The Caleb Group by “freeing the human spirit” of the residents of Xavier

House, was presented on November 14, 2002 by Debra Nutter, Director of Administration and Finance at The Caleb Foundation. Among those present were Meredith Walker, Manager of Xavier House, staff from the NH Housing Finance Authority and the Division of Behavioral Health, and some individuals residing at Xavier House.

“It is an honor to recognize the great work of REAP, the New Hampshire Housing Finance Authority and Alice Cassidy. The valuable service provided by this program enables residents to remain independent while improving the quality of their lives,” said Debra Nutter.

Xavier House residents who were present at the award ceremony had high praise for the REAP program, indicating that it helped them to share their problems, make better decisions, and resolve differences with others.

*REAP was established in 1992 with initial funding from the Robert Wood Johnson Foundation, and has been recognized by them for excellence. The program is currently funded by the NH Housing Finance Authority, the Division of Elderly and Adult Services, the Division of Behavioral Health, and the Division of Alcohol and Drug Abuse Prevention and Recovery. For more information on REAP, contact Roxie Severance, Elderly Services Specialist at NHHFA (1-800-622-5266, Ext. 9405).*



Big Hearts (continued from page 1)

and packaged foods, shoes and clothing, freezers packed with meats and poultry, toys galore, and small household appliances.

As I was talking with the four-some in the kitchen, Eleanor Still answered the phone and scribbled a few notes as she talked. Hanging up, she turned to me and explained: “That was a woman with a nearly new microwave oven she wants to donate. They just bought a stove with a built-in microwave, so she wants someone to have this one.”

As if knowing my next question, Eleanor went on, “And we’ve got maybe five or six families that need it badly. Too bad we’ve only got one to give away, but it’ll go to good use.”

By now, the Stills aren’t alone in their outreach venture. In addition to the Barters, who are everyday volunteer Friends, people volunteer from many other places in Greater Concord. The Stills also work closely with local human service agencies.

“Boy Scouts and Girl Scouts come regularly,” Eleanor explained. “Then people from service clubs,

church groups, neighborhoods, local businesses and banks, and the schools. They all want to help.”

FFC helps people of all ages, and is a year-round, 364-day operation (well, the Stills and the Barters and all their helpers have to have one day off- Christmas, dontcha know). Food and clothing are a constant need. Back-to-school time brings requests for childrens’ shoes and clothing, and in the winter months, there is a need for warm sweaters and jackets. And on and on.

“Eleanor’s heart is in the right place,” says Debra Bourbeau, overseer of welfare for the town of Bow. “She’s done a wonderful job of helping people in the Greater Concord area.”

*Friends of Forgotten Children is a registered nonprofit organization, and can be reached at 603-224-0147.*

*Bob Montgomery is a member of the State Committee on Aging and author of View From The Hill, a column published by Neighborhood News Publications. He lives in Goffstown.*

ACCESS The Way Back Home

Persons living in nursing facilities who want to return to the community may be able to get help from the ACCESS Nursing Home Transition Initiative (ACCESS/NHT).

Earlier this year, NH Housing Finance Authority was awarded fifty Section 8 rental assistance vouchers by the Department of Housing and Urban Development, in order to help income-eligible individuals living in nursing homes to return to independent living, shared housing and/or assisted living. Individuals participating in the program receive supportive services to enable them to make a successful transition to the community.

NHHFA still has some vouchers left. To learn more about whether you are eligible for ACCESS/NHT, or to make a referral, contact NHHFA’s Elderly Support Specialist toll-free at 1-800-439-7247, ext. 9297.

Aging Issues on the Web!

Aging Issues (published quarterly) can now be accessed at the DHHS web site: <http://www.dhhs.state.nh.us/DHHS/DEAS/LIBRARY>

NHHPCO Sponsors Educational Programs on Medicare Hospice Benefit

The New Hampshire Hospice and Palliative Care Organization (NHHPCO), in partnership with the Community Action Program (CAP) of Belknap-Merrimack Counties, Inc., is sponsoring educational sessions on the Hospice benefit under Medicare, at senior centers in Belknap and Merrimack Counties.

The educational sessions are being given as part of a pilot project funded by the NH Charitable Foundation. NHHPCO hopes to expand the educational sessions into other areas of the state next year.

Hospice is a special way of caring for people and their families at the end of life, and can be provided to people wherever they live, i.e. at the patient’s residence, in a relative or friends’ home, a nursing home or other living arrangement. Hospice involves professionals and volunteers in a team-oriented approach to expert

medical care, pain and symptom management and emotional and spiritual support that is expressly tailored to the patient’s needs and wishes.

The Hospice Medicare Benefit is provided under Medicare Part A, and provides for services such as:

- Medical and support services, i.e. nursing care, personal care (dressing, bathing etc.);
- Physician’s visits;
- Social services;
- Counseling, and pastoral/spiritual care,
- Homemaker services;
- Medical equipment, supplies and medications that are related to the terminal illness;
- Short-term respite care to assist the family; and
- Bereavement support, which is provided to the family of the terminally ill individual

Senior Center Update

**The New Hampshire Hospice and Palliative Care Organization (NHHPCO), in partnership with the Community Action Program (CAP) of Belknap-Merrimack Counties, Inc.** is sponsoring educational sessions on the Hospice benefit under Medicare, to be held at a number of senior centers in Belknap and Merrimack Counties (*please see the separate article on this page*).

Approximately 100 persons attended the groundbreaking ceremony on October 16, 2002 for the long-awaited **Centennial Senior Center**, which will be located on Pembroke Road in Concord. The 23,000 square foot, two-story building, which is situated on nearly seven acres of land, will open next summer and feature a dining area with a fireplace, a resource library, a computer lab, arts and crafts area, aerobic exercise room, and more. Health screenings, educational programs, and other services will be provided, as well as advice on long-term care issues, and

there will also be entertainment and other special events. Outdoors, there will be a meditation garden and walking trails.

Until the new Centennial Senior Center is built, services are being provided from temporary locations in Concord. For more information about the Center, call **603-228-6630**.

**The Littleton Area Senior Center (LASC)** has received a five-year accreditation (through July 2007) from the National Council on Aging/ National Institute of Senior Centers, and is the first senior center in New Hampshire to earn this honor. LASC, which serves older adults and adults with disabilities from Littleton and surrounding communities was commended “for the valuable role it serves in the community, creative programming and services and vision.” Recently retired LASC Director Lynn Markle was recognized for her outstanding leadership and hard work in preparing for the lengthy accreditation review process.

For Women Veterans

Do you have questions about VA services and benefits? You can find information at the Center For Women Veterans web site located at [www.va.gov/womenvet/](http://www.va.gov/womenvet/), including a list of 25 frequently asked questions and answers, or call the Department of Veterans Affairs toll-free at **1-800-827-1000**.

The mission of the Center For Women Veterans is to ensure that

women veterans have access to VA benefits and services on a par with male veterans, that VA programs are responsive to gender-specific needs of women veterans, that there is outreach to women veterans to help them become aware of available services, benefits and eligibility criteria, and that women veterans are treated with dignity and respect.

The Law and You (continued from page 4)

“No Call” list. Telemarketers are prohibited from calling any household that is on the statewide list. The New Hampshire Elder Rights Coalition has a subcommittee actively working on passing this kind of legislation for New Hampshire citizens. For information about the NH Elder Rights Coalition or the “No Call” subcommittee, call the Chairman, Bill Hamilton, at **603- 621-1005**.

*If you are a senior at least 60 years old and you have concerns about a telemarketer, you can contact New Hampshire Legal Assistance at 1(888)353-9944 Monday through Friday between 9 a.m. and 4 p.m. in order to speak with an attorney.*

while the individual is receiving Hospice services, and up to a year following the individual’s death.

A survey recently conducted by the National Hospice and Palliative Care Organization indicated that only 15% of the individuals surveyed knew that there is a Hospice benefit under Medicare. Ann Blair, Executive Director of NHHPCO, says it’s important for Medicare beneficiaries to realize that this benefit is available to them. She also says that many times, persons diagnosed with a terminal illness mistakenly believe that they need to wait until the last stages of their illness to access Hospice services, when in fact, they can start receiving Hospice services as soon as the diagnosis is made.

“It’s important for the patient and the family to start planning early,”

said Blair, “and to talk with their physician and local Hospice Program about the services that are available.”

The NH Hospice and Palliative Care Organization is a nonprofit 501 (c) (3) charitable organization that is dedicated to promoting hospice and palliative care in New Hampshire, to providing resources for individuals and families, providing education on Hospice for professionals and the public, and to providing opportunities for hospice and palliative care providers to share ideas, skills, and experiences that will strengthen end-of-life care in New Hampshire. For more information on NHHPCO, access their web site at [www.nhho.org](http://www.nhho.org)

For more information about Hospice or the training programs referred to above, contact Ann Blair, Executive Director at NHHPCO (**603-225-0900, Ext.221**).



# The Holidays and Hearing Loss

Here are some creative ideas on how people with hearing loss can survive- and enjoy- holiday parties and other social gatherings. These are provided courtesy of the NH Chapter of Self Help for the Hard of Hearing (SHHH), a support group for people with hearing loss. (Also, don't forget to check out the *Aging Issues* calendar section for information on upcoming SHHH meetings.)

## Seating Arrangements

- Try small table seating arrangements.
- At the dinner table, pre-select a seat that gives you the best view of the table, and which has good lighting to enhance lip reading.
- Ask that any obstructive centerpieces be removed from the table to make it easier to see faces.
- Sit with someone whom you know and feel comfortable talking with.
- Sit across from someone who can lip read.

## Conversation

- Select the conversation that you become involved in.
- Keep conversations limited to one or two persons at a time who are nearby, or ask someone you like to assist you with a chore, in order that you may have a one on one conversation with them.
- Find a quiet area for conversations, away from sources of noise.
- Encourage one person speaking at a time in order to limit verbal overload.
- Sit near a person who is willing to repeat the lost part of a discussion (this is akin to a buddy system), and/or ask family members who are present to do this.

## Entertainment

- Play games that require one speaker at a time.

- Select familiar music, perhaps instrumental music only. There is much instrumental music available.

- If songs are sung, try to preselect songs that you know.

## Lighting and Volume

- Turn all lights on-this makes it easier to see faces. Adjust the height of hanging lamps and brilliance, if lamps have dimming switches.
- Work with another person to control the volume of the TV or stereo.
- If other people in the room are watching TV, don't be shy about turning on the "Closed Captioning".
- Remember that people with hearing implants can adjust the sensitivity range of the reception.

## Children

- When talking to children, get down to the height of the child.
- Teach children to face you when speaking, and try to maintain eye contact during dialogues.
- If children's voices escalate, flash room lights or use "trick" or "story" time to get attention level up and group volume down, or consider moving to another area to avoid competition with your conversation.

## Other Coping Strategies

- Keep busy and active, i.e. helping with cooking or cleanup.
- Avoid the situations that are too challenging to deal with.
- Find a quiet place to sit if a situation is too overwhelming.
- Do not be afraid to let others know how to communicate with you better.
- Keep the situation positively focused.
- *For information on communication access for the deaf and hard of hearing, contact Joan Marcoux, Deaf and Hard of Hearing Specialist, at 1-800-351-1888, Ext. 8352.*

# Couple Celebrates 75<sup>th</sup>

Congratulations to Myra and Ray Stickney, whose 75<sup>th</sup> wedding anniversary was November 26<sup>th</sup>, 2002.

In the summer of 1927, Ray was visiting friends in Alexandria, NH when he met Myra at a singalong. "I fell in love with her voice, and was taken with her right away", Ray recalls, with a twinkle in his eye. The couple were married a few months later, and moved to Maine. Both teachers, their long and fruitful careers spanned four decades, taking them from one-room schoolhouses to post-war high schools. They often taught in the same schools, helping and supporting each other.



Retiring in 1966, the Stickneys moved to Weare, NH and enjoyed traveling throughout the U.S. and Canada. Earlier this year, due to health complications, the couple moved to The Birches, a retirement community in Concord. Although Myra has been diagnosed with Alzheimer's Disease, she still enjoys music and taking walks.

The Stickneys celebrated their anniversary at The Birches on October 28 with a party of family and friends. What's the secret of staying married for 75 years? "Well, first you have to live that long," quipped Ray, and then, "Be committed."

## Ombudsman *(continued from page 1)*

long-term support system: individuals living in nursing homes and residential care facilities. Residents of these facilities require support and assistance in having a voice to ensure that their needs are met, their rights are protected and that they are treated as people with care, respect, compassion, and dignity."

DEAS also plans to strengthen support for the Certified Volunteer Ombudsmen. Certified Volunteer Ombudsmen are volunteers who provide valuable support to staff in the LTC Ombudsman Program. They

visit facilities on a regular basis to assure that residents are informed of their rights, and that they are supported in exercising those rights by either the Certified Volunteer Ombudsmen or by DEAS staff designated as Regional Ombudsmen.

The means of contacting the Long-Term Care Ombudsman Program has not changed. If you are a resident of a nursing home or residential care facility, or if you wish to express concerns on behalf of a resident, call **1-800-442-5640 (NH only)** or **603- 271-4375** (for calls made from locations outside NH).

# Fuel Assistance Program

*The following information is provided by the Governor's Office of Energy & Community Services.*

If you or someone you know is having trouble paying for heat during the winter season, the Governor's Office of Energy and Community Fuel Assistance Program (FAP) may be able to provide you with some relief.

The Governor's Office of Energy and Community Services (ECS) is responsible for the statewide administration of the Low Income Energy Assistance Block grant (LIHEAP), referred to as the Fuel Assistance Program. LIHEAP is federally funded through the U.S. Department of Health and Human Services. ECS in turn contracts with six local Community Action Agencies (known as CAPs) to provide service to eligible households.

As funds become available, the Fuel Assistance Program provides benefits to qualified New Hampshire households to assist with heating costs. Renters and homeowners are eligible for the Fuel Assistance Program.

Fuel Assistance benefits are a grant and do not have to be paid back.

The Fuel Assistance Program can also help households in a heating emergency by securing an emergency delivery of fuel, delaying a shutoff notice, or referring clients to another source of assistance.

FAP provides income-eligible households with assistance in paying their energy bills during the winter heating season. Households where elderly, persons with disabilities and/or young children reside receive priority within the program. Benefits are calculated taking into account household income, energy costs, number of heating degree days within a region and housing type. This targeting allows FAP to provide those households with the lowest incomes and highest energy costs with the highest benefits.

Fuel Assistance benefits are not counted as income when applying for other assistance programs.

To apply for fuel assistance, contact your local Community Action agency (phone number located in the Community Services section of your telephone directory).

Information on the Fuel Assistance Program can also be found on the web at [www.state.nh.us/governor/energycomm](http://www.state.nh.us/governor/energycomm)

## Autumn

As autumn departs, and winter approaches, poet Betty Bundy offers this reflection:

*The colors of autumn are brilliant and dull,  
The leaves are red and green and yellow,  
The sky is blue and the breeze is nippy  
It's not too hot, but it may be cold,  
It's the time of year I'd like to hold.  
The breezes of autumn are now begun,  
The leaves are falling, their life is done  
The beautiful colors have had their run  
And jumping in newly raked leaves begun  
Oh what beauty and what fun,  
It all depends on your place in the sun.*

*Betty Bundy (Hampton)*

Originally published in **Good Old Things**, a quarterly anthology of writings by older adults. For more information, contact editor Joanne Dodge at **749-2084** or email [joannedodge@attbi.com](mailto:joannedodge@attbi.com)



# Calendar

## State Committee on Aging Meetings

For information, call DEAS at **1-800-351-1888**

## Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

**Belknap**- Third Tuesday of each month at 1pm, at varying locations

**Carroll**- Second Wednesday of each month at 1pm, at the Berlin City Bank in West Ossipee, near the intersections of Rtes. 25 & 16

**Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County)**- Third Wednesday of each month at 9 am, at varying locations

**Coos**- Second Tuesday of each month at 10 am, at the Credit Bureau on Main St. in Berlin

**Grafton**- Fourth Monday of each month, at 9:30 am, at varying locations

**Greater Manchester**- Third Thursday of each month, at 1pm, at varying locations

## Area Committees on Aging

**Greater Nashua**- Second Friday of each month, at 1pm, at the Senior Activity Center in Nashua.

**Merrimack**- Third Tuesday of each month, at 10:30 am, at varying locations

**Rockingham**- Second Tuesday of each month, at 10 am, at varying locations

**Strafford**- Third Monday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester.

**Sullivan (Sullivan/Kearsarge Senior Advocates, covering Sullivan County and northwestern Merrimack County)**- Second Tuesday of each month, at 9:30 am, at varying locations.

**North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties)**- Fourth Friday of each month, at 9:30 am, at varying locations.

## Educational Programs

Martin Luther King Jr. Day Lecture, **January 19 at 2pm**, NH Historical Society Library, 4 Park St., Concord. Free. Call **603-856-0608**.

## Support Groups

**Self-Help For The Hard of Hearing of NH** is now meeting at Prime Time, 195 McGregor Street, Manchester, NH. Future meeting dates: **December 4**, 6:45-9:00 pm, featuring a talk by the Manchester Police Department on safety in the community, followed by a holiday social, and **January 8, 2003**, 6:45-9:00 pm, when David Braica of Medtronic XOMED will discuss a non-invasive treatment to treat Meniere’s Disease.

**The Alzheimer’s Family Support Group**, meets 1st and 3rd Mondays, 6:30-8:00 pm, at Frisbie Memorial Hospital in Rochester. Sponsored by The Community Council of Senior Citizens, Portsmouth. Call **603-431-1980**.

**The Mens Discussion Group** meets 2nd and 4th Wednesdays, 2:00-3:30 pm, at The Community Council of Senior Citizens, 7 Junkins Avenue in Portsmouth. A \$1.00 donation requested for refreshments. Call **603-431-1980**.

## Recreation

Bethlehem Christmas, **December 7&8**. Candlelight tour, cut your own Christmas tree, crafts fair and gingerbread house display, childrens’ workshops, and much more. Call **603-869-3409**.

*It’s A Wonderful Life*, Portsmouth. **December 13, and 14th at 7:30pm, or December 15 at 2:30pm**. The Pontine Theatre performs a reader’s version of this all-time favorite, based on a 1940’s radio play. Tickets: \$5. Call **603-436-6660**.

Candlelight Stroll, **December 7 - 15**. Strawberry Banke, Portsmouth. Historic houses decked in their holiday best. Call **433-1102** for more information.

Victorian Christmas Celebration, **December 15, 1-4 pm**, Remick Museum and Farm. Tamworth. Call **1-800-686-6117**.

Winter Wildlife, **December 14, at 1pm**, Saint Gaudens National Historic Site, Cornish. Explore the park to learn how plants and animals adapt to winter. Free. Call **603-675-2175**.

Annual Holiday Torchlight Parade, **December 28, 8-10pm**, The Balsams Wilderness Ski Area, Dixville Notch. Fun for all ages. Free. Call **603-255-3400**.

A New England Winter – Children’s Activities. **December 29, noon - 4 pm**. The Millyard Museum, Manchester. Traditional crafts for children. Call **622-7531** for more information.

Childrens’ Voices, **January 17, 10am and 1pm**, Lebanon Opera House. Michael Zerphy and Mary Klassen-Landis present poetry and stories written by elementary school students. Tickets: \$10/Adults, \$5/Children, \$4/School Groups. Call **603-448-0400**.

Gala Choral Concert, Durham. **January 25 at 7pm**, Memorial Union Bldg., UNH Durham. Free. Call **603-862-2404**.

## NOTE

Information provided to *Aging Issues* incorrectly stated that Richard Learned, one of the Vaughan Award winners mentioned in the Fall 2002 edition of *Aging Issues*, served as chair of the NH Medical Care Advisory Committee. Rev. Learned, who did not provide this information, indicated that this was incorrect.

# The New Hampshire ServiceLink Network

**1-866-634-9412**

[www.state.nh.us/servicelink](http://www.state.nh.us/servicelink)

Primary sites are listed below.

### Belknap County ServiceLink:

#### Contact Person:

Lisa Morris, Program Director  
**Site: The HealthLink Building**  
PO Box 1327

Laconia, NH, 03247-1327

**Local Line: 528-6945**

### Carroll County ServiceLink:

#### Contact Person:

Joanne Nicholson, Program Director  
**Site:** 448 White Mountain Highway  
PO Box 420, Chocorua, NH 03817  
**Local Line: 539-7203**

### Coos County ServiceLink:

#### Contact Person:

Janice Gingras, Program Director  
**Site: Berlin Senior Center**  
610 Sullivan St. – Suite 6  
Berlin, NH 03570  
**Local Line: 752-6407**

### Northern Grafton County ServiceLink:

#### Contact Person:

Martha Reed, Program Director  
**Site: Littleton Area Senior Center**  
38 Cottage St., PO Box 98  
Littleton, NH 03561  
**Local Line: 444-4498**

### Southern Grafton County ServiceLink:

#### Contact Person:

Dana Michalovic, Program Director  
**Site: Upper Valley Senior Center**  
10 Campbell St., P.O. Box 433  
Lebanon, NH 03766  
**Local Line: 448-1835 or 448-4897**

### Manchester Region ServiceLink: (Northern Hillsborough County)

#### Contact Person:

Yvonne Schulze, Program Director  
**Site: Easter Seals NH**  
555 Auburn St.  
Manchester, NH 03103  
**Local Line: 644-2240**

### Merrimack County ServiceLink:

#### Contact Person:

Program Director, TBA  
**Site: Belknap/Merrimack CAP Building**  
PO Box 1016, 2 Industrial Park Dr.  
Concord, NH 03302-1016  
**Local Line: 228-6625**

### Monadnock ServiceLink:

#### Contact Person:

Melinda Mahar, Program Director  
**Site:** 103 Roxbury St.  
Suite 302B  
Keene, NH 03431  
**Local Line: 357-1922**

### Greater Nashua ServiceLink: (Southern Hillsborough County)

#### Contact Person:

Michelle Kingsley, Program Director  
**Site: Community Council of Nashua**  
7 Prospect St.  
Nashua, NH 03060-3990  
**Local Line: 598-4709**

### Seacoast ServiceLink: (Eastern Rockingham County)

#### Contact Persons:

Julie Stone/Joe Byron, Program Co-Directors  
**Site:** 1039 Islington St.  
Suite 118  
Portsmouth, NH 03801  
**Local Line: 334-6593**

### Southwestern Rockingham County ServiceLink:

#### Contact Person:

Connie Young, Program Director  
**Site: The Nutfield Building**  
Suite 104  
44 Birch Street  
Derry, NH 03038  
**Local Line: 432-1499**

### Strafford County ServiceLink:

#### Contact Person:

Becky May, Program Director  
**Site:** 1 Wakefield St., Suite 306  
Rochester, NH 03867  
**Local Line: 332-7398**

### Sullivan County ServiceLink:

#### Contact Person:

Priscilla LaMott, Program Director  
**Site: Newport Senior Center**  
76 South Main St.  
Newport, NH 03773  
**Local Line: 863-1358**



# Guide to Services

## Division of Elderly and Adult Services (DEAS)

The NH Division of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have a chronic illness or disability.

<b>Director:</b>	Catherine A. Keane
<b>Central Office:</b>	129 Pleasant Street, Brown Building Concord, New Hampshire 03301-3857
<b>Toll Free Phone:</b>	1-800-351-1888
<b>TDDY:</b>	1-800-735-2964
<b>DHHS Internet:</b>	www.dhhs.state.nh.us
<b>District Offices:</b>	For telephone numbers, see “Important New Hampshire Phone Numbers” listed below.

<b>Information on DEAS Services and Programs:</b>
Contact the District Office nearest your home (phone numbers are listed below) If you cannot reach the District Office, call <b>800-351-1888</b> .
<b>NH ServiceLink Network:</b> 866-634-9412
<b>Adult Protection:</b> To report suspected abuse, neglect, exploitation or self-neglect regarding an elderly or incapacitated adult, call the District Office nearest your home (phone numbers are listed below) If you cannot reach the District Office, call <b>800-351-1888, Ext. 4384</b> .
<b>Alzheimer’s Program (Information, Respite Care):</b> Call 800-351-1888 ext. 4687.
<b>Senior Prescription Drug Discount Program: (For Persons Age 65 and Older):</b> Call 888-580-8902
<b>Long-Term Care Ombudsman:</b> Call 800-442-5640

## Important New Hampshire Phone Numbers

DEAS District Offices			
<b>Berlin</b>	<b>800-972-6111</b> 603-752-7800	<b>Littleton</b>	<b>800-552-8959</b> 603-444-6786
<b>Claremont</b>	<b>800-982-1001</b> 603-542-9544	<b>Manchester</b>	<b>800-852-7493</b> 603-668-2330
<b>Concord</b>	<b>800-322-9191</b> 603-271-3610	<b>Nashua</b>	<b>800-852-0632</b> 603-883-7726
<b>Conway</b>	<b>800-552-4628</b> 603-447-3841	<b>Portsmouth</b>	<b>800-821-0326</b> 603-433-8318
<b>Keene</b>	<b>800-624-9700</b> 603-357-3510	<b>Rochester</b>	<b>800-862-5300</b> 603-332-9120
<b>Laconia</b>	<b>800-322-2121</b> 603-524-4485	<b>Salem</b>	<b>800-852-7492</b> 603-893-9763

## Area Committees on Aging

<b>BELKNAP COUNTY</b> Judy Pilliod 504 Province Rd. Belmont 03220 <b>524-3047</b>	<b>HILLSBOROUGH COUNTY</b> (Greater Nashua) Kay Noel 49 Lund St., Nashua 03060-4441 <b>882-5502</b>
<b>CARROLL COUNTY</b> Dorothy Solomon Box 993 Albany 03878 <b>447-1199</b>	<b>MERRIMACK COUNTY</b> Jacquelyne Jennings, Co-Chair 10 Ordway Ln., Bow 03304 <b>224-1710</b> John Hoar, Co-Chair 82 Centre St., Concord 03301 <b>228-8340</b>
<b>CHESHIRE COUNTY</b> Martha Bauman 305 Roxbury St. Keene 03431 <b>352-8725</b>	<b>ROCKINGHAM COUNTY</b> Robert Forsing 12 Green Rd., Raymond 03077 <b>895-9451</b>
<b>COOS COUNTY</b> Norman Malloy, Co-Chair 129 Pine St., Berlin 03570 <b>752-7913</b> Dona Larsen, Co-Chair 68 Marne Ave., Berlin 03570 <b>752-2655</b>	<b>STRAFFORD COUNTY</b> Becky May, Co-Chair Strafford Network-ServiceLink 1 Wakefield St., Suite 212 Rochester 03867 <b>740-9594</b> Darlene Smith The Wentworth Home 795 Central Ave. Dover 03820 <b>742-7406</b>
<b>GRAFTON COUNTY</b> Bill Williams 76 Main St., Suite 2C Littleton 03561-0098 <b>444-1271</b>	<b>SULLIVAN COUNTY</b> Theresa LaPointe, Co-Chair 7 Bank Avenue Claremont 03743 <b>542-6418</b> Amy Patnaude, Co-Chair 4 Roseland Road Newport 03773 <b>863-3070</b>
<b>HILLSBOROUGH COUNTY</b> (Greater Manchester) Zane Knoy, Co-Chair Box 248, Manchester 03105 <b>669-0449</b> Dennis Hett 345 Edward J Roy Drive Manchester 03102 <b>626-3479</b>	<b>NO. COUNTY SR. ACTION</b> Rosalie Downing 4 Langdon Rd., Plymouth, 03264 <b>536-1115</b>

<b>Community Supplemental Food Program</b> .....	800-942-4321
<b>Consumer Protection For Public Utilities</b> .....	800-852-3793
<b>Consumer Protection For Insurance</b> .....	800-352-3416
<b>Senior Dental Clinic</b> .....	603-271-7166
<b>Eldercare Locator</b> .....	800-677-1116
<b>Food Stamp Information</b> .....	800-852-3345
<b>Foster Grandparent Program</b> .....	800-536-1193
<b>Fuel Assistance Information</b> .....	603-271-8317
<b>Governor’s Citizens Service</b> .....	800-852-3456
<b>HICEAS</b> .....	800-852-3388 ( <i>Health Insurance Counseling, Education Assistance</i> )
<b>Legal Services Advice Line</b> ...888-353-9944 or TTY:800-634-8989 (for Manchester residents only).....	603-624-6000
<b>Living Will Information</b> .....	603-225-0900
<b>Medicaid Information</b> .....	800-852-3345
<b>Medicare Claims Information</b> .....	800-447-1142 <b>Part A:</b> 800-522-8323, <b>Part B:</b> 800-447-1142 <b>Quality of Care:</b> 800-772-0151
<b>NH Helpline</b> .....	800-852-3388
<b>NH ServiceLink Network</b> .....	866-634-9412
<b>Social Security Administration</b> .....	800-772-1213
<b>Veterans Council</b> .....	800-622-9230 or 603-624-9230
<b>Senior Companion Program</b> .....	800-856-5525

## State Committee on Aging

<b>Hon. Peter Batula</b> 12 Paige Dr. Merrimack 03054-2837 <b>424-6091</b>	<b>Albert “Jack” LaBonte</b> 608 Tri-City Road Somersworth 03878 <b>750-5110</b>
<b>Kenneth Brooks</b> 49 Technology Dr., Apt. #57 Bedford 03110 <b>647-4240</b>	<b>Dr. Mendon MacDonald</b> (Chairman) 73 Schoolhouse Hill Rd. Gilford 03246 <b>524-2515</b>
<b>Hon. Robert Chabot</b> 73 Joseph St. Manchester 03102 <b>625-5617</b>	<b>Sen. Caroline McCarley</b> PO Box 131 Rochester 03866 <b>322-5550</b>
<b>Barclay Chase</b> 40 Barker St. Keene 03431 <b>352-4152</b>	<b>Margaret “Marge” McClellan</b> 153 Bridge Street Berlin 03570 <b>752-2479</b>
<b>Violet Constant</b> 28 Portsmouth St. Concord 03301 <b>225-5443</b>	<b>Dr. Joseph Miller</b> 13 Burnham Ave. Durham 03824 <b>868-1689</b>
<b>Darwin Farber</b> 12 Meadowood Drive Exeter 03833 <b>772-4341</b>	<b>Robert Montgomery</b> 24 Mountain Rd. 3C Goffstown 03045 <b>497-3992</b>
<b>Irene Gavin</b> PO Box 16 Charlestown 03603 <b>826-4218</b>	<b>Susan Presby</b> 83 Elm Street Littleton 03561 <b>444-0335</b>
<b>Suzanne Keller</b> 8 Queens Way Merrimack 03050 <b>889-1776</b>	<b>Ellen Sheridan</b> 9 Fiskill Farm Concord 03301 <b>224-7612</b>
	<b>Dorothy Solomon</b> Box 993 Albany 03818 <b>447-1199</b>